Genesys
GCX-GCD
Cloud CX Developer Certification

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Question: 1

What information is required to authenticate an API request in Genesys Cloud using OAuth?
Response:

A. Agent skill sets
B. Client ID and Client Secret
C. Interaction flow details
D. Workforce schedules

Answer: B

Question: 2

Which administrative settings can be managed in Genesys Cloud Platform?
(Select three)
Response:

A. Adding users to the platform
B. Managing agent skill assignments
C. Creating new queues
D. Configuring third-party email systems

Answer: A,B,C

Question: 3

What can supervisors monitor using real-time dashboards in Genesys Cloud?
(Select three)
Response:

A. Agent availability
B. Ongoing interactions in queues
C. Third-party integrations
D. Queue performance metrics

Answer: A,B,D

Question: 4

Why is it important to monitor API utilization in Genesys Cloud?
Response:

A. To ensure compliance with usage limits and avoid overage charges
B. To assign agents to specific queues
C. To create outbound dialing rules
D. To manage workforce schedules

Answer: A

Question: 5

Which licensing level in Genesys Cloud provides access to Workforce Management and Quality Management features?
Response:

A. Essential
B. Advanced
C. Premium
D. Basic

Answer: C

Question: 6

What is the primary purpose of API utilization monitoring in Genesys Cloud?
Response:

A. To track the number of API calls made and the resources being accessed
B. To configure outbound email campaigns
C. To monitor agent adherence to schedules
D. To set up real-time performance dashboards

Answer: A

Question: 7

What configurations can be made in the ACD email routing settings in Genesys Cloud?

(Select two)
Response:

A. Assign email queues to specific agents
B. Create outbound email templates
C. Route emails based on agent skills
D. Set agent schedule adherence metrics

Answer: A,C

Question: 8

What can be managed using the Routing API in Genesys Cloud?
(Select three)
Response:

A. Call routes based on agent availability
B. Queue assignments for interactions
C. Real-time interaction updates
D. Interaction routing based on skills or languages

Answer: A,B,D

Question: 9

Each recording is identified by the Conversation ID and Recording ID.
Response:

A. True
B. False

Answer: A

Question: 10

You can enable the location detection setting of the contact center from the _____ container.
Response:

A. Account Settings
B. Directory
C. Integrations
D. People & Permissions

Answer: A

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