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Genesys Cloud CX: Developer Certification

Genesys GCX-GCD

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QUESTION NO: 1

If you don't pass the paging parameters while querying, the default page size is set to _____.

- A. 10
- B. 25
- C. 50
- D. 100

ANSWER: B

Explanation:

25 is correct. Genesys Cloud APIs commonly return collection results in pages so that queries remain efficient and response payloads stay manageable. When a request uses an endpoint that supports the standard paging model and the caller does not supply paging values, Genesys Cloud applies its default page size of 25 resources. Therefore, the first response contains up to 25 matching results, along with paging metadata where supported, such as the current page, total number of pages, and total number of results. A developer can request a different number of results per response by supplying the endpoint's supported page-size parameter, while also using the page-number parameter to retrieve subsequent result sets. Correct pagination handling is important in integrations because a response containing 25 items is not necessarily the complete result set; clients should continue requesting pages until all required results have been processed. Genesys Cloud's API conventions and SDK documentation describe collection paging and the use of page size and page number values. See the [Genesys Cloud API Explorer](#) for endpoint-specific paging parameters and the [Genesys Cloud JavaScript SDK documentation](#) for client implementation resources.

QUESTION NO: 2

Which dialing mode dials multiple contacts once an agent becomes available?

- A. Power
- B. Predictive
- C. Progressive
- D. Agentless

ANSWER: A

Explanation:

Power is the correct dialing mode because it can place multiple outbound calls when an agent becomes available. In a Genesys Cloud outbound campaign, Power dialing uses the campaign's configured dialing ratio to determine how many contacts to dial per available agent. For example, if the ratio is configured above one, the system can initiate more than one contact attempt for each agent who becomes available, helping campaigns increase dialing throughput while retaining ratio-based control.

This behavior makes Power dialing appropriate when a campaign needs more aggressive pacing than a one-contact-per-agent approach, but the dialing volume should still be governed by an explicit campaign setting. The campaign continuously uses agent availability together with the configured ratio to launch the appropriate number of contact attempts. Administrators configure this behavior as part of the outbound campaign's dialing mode and related dialing settings, so the ratio should be selected carefully to align with the campaign's operational goals and abandonment-management practices.

Genesys Cloud documents the characteristics and use of each outbound dialing mode in its [Dialing modes documentation](#). For campaign setup and dialing configuration context, see [Create an outbound dialing campaign](#).

QUESTION NO: 3

Which of the following statements are true? (Choose two.)

- A. Genesys Cloud CX allows recording downloads using Platform Recording APIs.
- B. Genesys Cloud CX maintains the recordings and the metadata indefinitely.
- C. Genesys Cloud CX allows cloud storage using integration.
- D. Genesys Cloud CX does not allow integrations for cloud storage.

ANSWER: A C

Explanation:

“Genesys Cloud CX allows recording downloads using Platform Recording APIs.” is correct because Genesys Cloud exposes conversation-recording resources through its public Platform API. An authorized application can retrieve a conversation’s recording metadata and obtain recording media through the relevant recording endpoints, subject to the organization’s permissions, recording availability, and retention configuration. This enables developers to automate retrieval workflows rather than requiring a user to manually locate and download every recording in the Genesys Cloud interface. The API Explorer documents the conversation recording endpoints and their authorization requirements.

“Genesys Cloud CX allows cloud storage using integration.” is also correct. Genesys Cloud supports an AWS S3 Recording Bulk Export integration for exporting recording files and associated metadata to an organization-controlled Amazon S3 bucket. This supports operational workflows such as external archival, downstream processing, and centralized storage management. The integration is configured with the appropriate AWS and Genesys Cloud permissions, so exported content remains governed by the organization’s access controls and retention strategy. See the [Genesys Cloud API Explorer recording endpoint documentation](#) and the [AWS S3 Recording Bulk Export integration overview](#).

QUESTION NO: 4

Which of the following endpoints are in the list of conversation endpoints? (Choose four.)

- A. GET /api/v2/conversations/callbacks
- B. GET /api/v2/conversations/calls
- C. GET /api/v2/conversations/participants
- D. GET /api/v2/conversations/chats
- E. GET /api/v2/conversations/messages
- F. GET /api/V2/conversations/attributes

ANSWER: A B D E

Explanation:

GET /api/v2/conversations/callbacks, GET /api/v2/conversations/calls, GET /api/v2/conversations/chats, and GET /api/v2/conversations/messages are valid Genesys Cloud Conversations endpoints. They expose collections of active or otherwise accessible conversations for the corresponding media types: callback interactions, voice calls, web chat interactions, and messaging interactions. These resources belong to the Conversations service, which provides APIs for retrieving conversation details and performing supported operations on conversations and their participants. A developer can use these collection endpoints as entry points when building integrations that need to inspect or manage conversations by communication type, subject to the organization’s permissions and the endpoint’s documented behavior. The endpoint naming follows the Conversations API resource model, where each supported media category is available beneath the /api/v2/conversations path. Genesys Cloud’s API Explorer documents these operations, including the available HTTP methods, authorization requirements, query parameters, and response schemas. Consult the [Genesys Cloud API Explorer](#) and the [Conversations API reference](#) when implementing these requests, because supported filters, permissions, and returned fields can vary by endpoint and platform release.

QUESTION NO: 5

Which Genesys Cloud CX feature helps reduce wait time for each call?

- A. Automatic Call Distribution
- B. Workforce Management
- C. Skill-based Routing
- D. IVR

ANSWER: A

Explanation:

Automatic Call Distribution is the Genesys Cloud CX capability designed to receive incoming interactions and distribute them efficiently across the available pool of agents. It applies the organization's configured routing method, queue rules, and agent availability information so that a call can be offered to an appropriate agent instead of remaining unmanaged in a general holding state. By continually evaluating eligible agents and queue conditions, Automatic Call Distribution helps organizations use available capacity effectively and reduce the time callers spend waiting before their interaction is answered. It is the foundational queue-routing capability for voice calls and other supported interaction types in Genesys Cloud CX. Administrators configure queues and their routing behavior, while the platform uses that configuration to control how interactions are assigned. Genesys describes Automatic Call Distribution as the mechanism that routes interactions to agents, and its queue-routing documentation explains how routing selects agents for queued conversations. See the [Genesys Cloud Automatic Call Distribution overview](#) and the [Genesys Cloud routing overview](#).

QUESTION NO: 6

Which of the following statements is NOT true regarding numbering plan?

- A. It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.
- B. Numbering plan is also known as a dial plan.
- C. Numbering plan can be added or modified based on the organizational requirements
- D. It has to be created manually

ANSWER: D

Explanation:

It has to be created manually is the statement that is not true. In Genesys Cloud CX, number plans provide the dialing rules that normalize and transform numbers for outbound calls, such as matching a dialed number pattern and applying digit additions or removals before the call is sent to a trunk. Although administrators can create and customize number plans to meet an organization's dialing requirements, manual creation is not universally required. Genesys Cloud provides default number-plan behavior and supports configuration through sites and outbound routing, so an administrator can use existing/default configuration where it satisfies the required dialing patterns. Custom manual configuration is appropriate when the organization needs specific rules for internal extensions, national or international dialing, carrier requirements, or number transformations. Therefore, the platform's support for defaults and configurable number plans means that saying a number plan must always be created manually is inaccurate. See the Genesys Cloud documentation on [number plans](#) and [creating a number plan](#).

QUESTION NO: 7

A CRM integration must associate a case number with the customer participant on an active Genesys Cloud CX conversation. The integration has both the conversation ID and the customer participant ID.

Which API operation should the integration use?

- A. POST /api/v2/conversations/callbacks
- B. PATCH /api/v2/conversations/{conversationId}/participants
- C. GET /api/v2/conversations/{conversationId}
- D. PATCH /api/v2/conversations/{conversationId}/participants/{participantId}/attributes

ANSWER: D

Explanation:

The integration should use **PATCH /api/v2/conversations/{conversationId}/participants/{participantId}/attributes**. Conversation attributes are associated with an individual participant, so the request must identify both the conversation and the customer participant. Updating the overall conversation state or disconnecting participants would not store the CRM case number as participant data.

QUESTION NO: 8

Genesys provides a set of developer tools to test and fine-tune your requests to access Genesys Cloud CX APIs.

Select all the developer tools in the following list. (Choose three.)

- A. API Explorer
- B. Notifications
- C. Reports
- D. Archy

ANSWER: A B D

Explanation:

API Explorer, **Notifications**, and **Archy** are Genesys Cloud CX developer tools. API Explorer is the interactive interface for discovering API resources and operations, supplying request parameters, authorizing requests, and inspecting responses. It is particularly useful while developing or troubleshooting API integrations because it lets developers validate an operation directly against the platform before implementing it in application code.

Notifications support event-driven integrations. Developers create notification channels and subscribe to relevant topics so that an application can receive near-real-time events rather than repeatedly polling APIs for changes. This is a core part of building responsive Genesys Cloud integrations.

Archy is Genesys Cloud's command-line utility for working with Architect flows. It enables developers to export, validate, import, and manage flow definitions in a source-controlled and automated delivery workflow. This makes it valuable for repeatable deployment and lifecycle management of Architect assets. Genesys documents API exploration in the [API Explorer](#), event subscriptions in the [Notifications guide](#), and flow automation through Archy in its developer tooling documentation.

QUESTION NO: 9

Your company has just acquired a new building, and you have to add this new location to Genesys Cloud CX.

What are the prerequisites to perform this task? (Choose two.)

- A. You must know the exact coordinates of the new building.
- B. You must have images of all the users located at the new location.
- C. You must collect general information such as building address number of floors, location contact information, etc.

D. You must have the basic profile data for all users at the new location.

E. You must have Admin rights to Genesys Cloud CX.

ANSWER: C E

Explanation:

Creating a Genesys Cloud CX location requires both appropriate access and the information needed to define the physical site. “You must collect general information such as building address number of floors, location contact information, etc.” is correct because a location is a configuration object that represents a physical place. Its address and related site details support location identification and can be used by other Genesys Cloud capabilities, including emergency-location configuration and telephony-related setup. Administrators should gather this information before creating the location so that the location record accurately represents the new building.

“You must have Admin rights to Genesys Cloud CX.” is also correct in the context of this task. The user performing the configuration must be assigned a role containing the required Location permissions, including permission to add locations. In practice, these permissions are commonly granted through an administrative role. Genesys Cloud’s documented location-creation workflow is available only to users with the applicable administrative authorization. See the Genesys Cloud guidance for [adding locations](#) and the [Locations overview](#) for the role of locations in platform configuration.