# Genesys GCX-GCD Practice Questions

**Shared by Bass on 26-10-2026**

**For More Free Questions and Preparation Resources**

Check the Links on Last Page

## Question 1

Question Type: MultipleChoice

What type of Analytics API query would you use to determine how many interactions are ongoing/waiting right now as well as which agents are available?

### Options:

A- Conversation Detail Record query
B- Conversation Aggregates query
C- Flow Aggregates query
D- Queue Observations query

### Answer:

D

## Question 2

Question Type: MultipleChoice

How do you represent your organization when you contact the Genesys Cloud CX support team?

### Options:

A- Organization ID
B- Company Name
C- Agent Name
D- ID

### Answer:

A

## Question 3

Question Type: MultipleChoice

Which option best is NOT a Genesys Cloud CX Collaborate feature?

### Options:

A- Text Chat
B- AI Chat
C- Video Chat
D- Content Management

### Answer:

B

P2P exams

## Question 4

Question Type: MultipleChoice

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

### Options:

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

### Answer:

B

P2P exams

## Question 5

Question Type: MultipleChoice

In Code Authorization grant OAuth flow, a code is exchanged for a token.

### Options:

A- True

B- False

### Answer:

A

## Question 6

Question Type: MultipleChoice

Which option best statements are true regarding the Preview API? (Choose two.)

### Options:

A- They are intended to be released publicly at some point in the future.
B- Any developer may access these resources with no restrictions.
C- These resources are subject to both breaking and non-breaking changes at any time without notice.

### Answer:

A, C

## Question 7

Question Type: MultipleChoice

Only the API calls made using your organization's OAuth Clients are considered for billing.

### Options:

A- True
B- False

### Answer:

B

## Question 8

Question Type: MultipleChoice

A user who is freshly added to Genesys Cloud CX realizes that there is no phone call icon on the left pane, preventing the user from making or receiving calls.

What is the most likely reason for this?

### Options:

A- The user may have deleted the icon.
B- The user is not assigned the appropriate role.
C- The user's phone is unplugged.
D- The Phone number is being used by a different user.

### Answer:

B

## Question 9

Question Type: MultipleChoice

Where do you add the list of IP or CIDR addresses which are allowed or denied access to an External or Phone Trunk?

### Options:

A- Availability
B- SIP Access Control
C- Outbound
D- Calling

### Answer:

B

## Question 10

Question Type: MultipleChoice

What type of Analytics API query would you use to determine how many interactions are ongoing/waiting right now as well as which agents are available?

## Options:

A- Conversation Detail Record query
B- Conversation Aggregates query
C- Flow Aggregates query
D- Queue Observations query

P2P exams

## Answer:

D

P2P exams

To Get Premium Files for GCX-GCD Visit

https://www.p2pexams.com/products/gcx-gcd

For More Free Questions Visit

https://www.p2pexams.com/genesys/pdf/gcx-gcd

