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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> • Configure the features of Genesys Cloud CX Collaborate and Communicate: This section of the exam measures the skills of a System Administrator and covers the setup and management of collaboration tools and internal communication features within Genesys Cloud CX. It explains how to configure chat, messaging, and workspaces for teams to work effectively inside the platform.
Topic 2	<ul style="list-style-type: none"> • Manage Roles, Supervisor Tools, and Divisions: This section of the exam measures the skills of a System Administrator and focuses on managing permissions, configuring roles, using supervisor tools, and organizing users into divisions. It covers how to control access, monitor agent activities, and properly separate work across different areas of an organization.
Topic 3	<ul style="list-style-type: none"> • Understand API utilization: This section of the exam measures the skills of a Developer and covers general best practices for using Genesys Cloud CX APIs. It explains how to optimize API usage, stay within platform limits, and create efficient integrations that leverage Genesys Cloud capabilities effectively.
Topic 4	<ul style="list-style-type: none"> • Understand Authentication and Resources: This section of the exam measures the skills of a Developer and covers how authentication works in Genesys Cloud CX. It explains resource management, OAuth processes, and permissions needed to securely interact with APIs and services. Students learn the basics of secure access control.
Topic 5	<ul style="list-style-type: none"> • Understand the Genesys Cloud CX Platform: This section of the exam measures the skills of a Developer and covers the core understanding of the Genesys Cloud CX platform. It introduces the platform's general structure, its major capabilities, and key concepts like organizations, regions, and data models. Students will learn about the general environment where Genesys Cloud CX operates and how different services are organized.

Genesys Cloud CX: Developer Certification Sample Questions (Q67-Q72):

NEW QUESTION # 67

You can add a new Prompt using API endpoints.

- A. False
- **B. True**

Answer: B

Explanation:

In Genesys Cloud CX, you can programmatically add new prompts using the Architect API. The process involves three main steps:

1. Create the Prompt Object: Use the API to create a new prompt entity.
2. Create the Prompt Resource: Add a language-specific resource to the prompt, which can include text-to- speech (TTS) or audio content
3. Upload the Prompt's Media File: If using audio files, upload the media file to the prompt resource.

NEW QUESTION # 68

Which of the following containers is used to create a new campaign?

- A. Schedules
- C Campaign Dashboard
- B. Scripts
- **C. Campaign Management**

Answer: C

Explanation:

The Campaign Management container in Genesys Cloud CX is used to create, configure, and manage outbound campaigns, including setting up dialing modes, contact lists, and other campaign-related settings.

NEW QUESTION # 69

If a WebSocket gets closed due to any issue, the events sent by Genesys Cloud CX are automatically queued and sent once the WebSocket is open again.

- A. False
- B. True

Answer: A

Explanation:

In Genesys Cloud CX, if a WebSocket connection is closed due to any issue, events are not automatically queued and sent once the WebSocket is reopened. Instead, the client is responsible for detecting the disconnection and re-establishing the connection. Upon reconnection, the client must resubscribe to the necessary topics to continue receiving events. Any events that occurred during the downtime are not automatically resent; therefore, implementing a robust reconnection and resubscription strategy is crucial to ensure no critical events are missed.

NEW QUESTION # 70

Which of the following applies to the Notifications API?

- A. The ping messages are for topic subscriptions.
- B. There is no ping message for Notification APIs.
- C. The ping message will tell you if the authentication token is expired or not.
- D. The ping/pong messages will tell you if the socket is dropped or not.

Answer: D

Explanation:

In the Genesys Cloud CX Notifications API, ping/pong messages are used to check the health of the WebSocket connection. These messages help detect if the socket is still open or if it has been dropped, enabling appropriate client-side handling.

NEW QUESTION # 71

Which identifier do you need to provide in the missing section to use the following GET method?

`https://api.{environment}}/api/v2/flows/{_____}`

- A. flowId
- B. ivrId
- C. promptId
- D. scheduleGroupId

Answer: A

Explanation:

In the Genesys Cloud CX API, when using the GET method to retrieve details for a specific flow, the identifier you need to provide is flowId, which uniquely identifies the flow within the system.

NEW QUESTION # 72

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