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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• Describe the options to download recordings: This section of the exam measures the skills of a System Administrator and discusses the different ways available to access and download call recordings in Genesys Cloud CX. It includes understanding where recordings are stored and how to retrieve them for compliance and quality purposes.

Topic 4	• 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 5	• Overview of Users, Conversation, and Notification APIs: This section of the exam measures the skills of a Developer and introduces APIs related to users, conversations, and notifications. It explains how developers can retrieve and manage user data, handle conversation details, and set up real-time notifications through API services.
Topic 6	• Understand Genesys Cloud CX Architect, Scripting, QM, and WFM: This section of the exam measures the skills of a Developer and explains the basics of Architect for building call flows, the use of scripting to guide agents, and the core functions of Quality Management (QM) and Workforce Management (WFM) to optimize operations. Students will understand how these tools are configured and integrated into Genesys Cloud CX.
Topic 7	• 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.

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GCX-GCD Exam Questions Conveys All Important Information of GCX-GCD Exam

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Genesys Cloud CX: Developer Certification Sample Questions (Q29-Q34):

NEW QUESTION # 29

Genesys Cloud CX provides various SDKs for developers in multiple programming languages.

Which of the following languages are NOT available? (Choose three.)

- A. Diamond
- B. C
- C. Snake
- D. Java
- E. iOS
- F. Javascript

Answer: A,B,C

Explanation:

Genesys Cloud CX provides SDKs for several programming languages, including JavaScript, Java,.NET (C#), Python, and Ruby. However, SDKs are not available for:

C: While C is a foundational programming language, Genesys Cloud CX does not offer an SDK specifically for it.

Snake: This appears to be a typographical error or a fictional language; no such programming language is recognized.

Diamond: Similarly, this does not correspond to any known programming language.

NEW QUESTION # 30

Your contact center wants to track the outcome of calls and chats.

What can be configured within Genesys Cloud CX to provide this functionality?

- A. Account Codes
- B. Resolution Codes
- **C. Wrap-up Codes**
- D. Status

Answer: C

Explanation:

Wrap-up Codes in Genesys Cloud CX are used by agents to categorize the outcome of calls and chats after an interaction ends, enabling detailed tracking and reporting of customer interactions.

NEW QUESTION # 31

Select the reasons behind a user not receiving calls through their assigned DID number or extension. (Choose two.)

- **A. The DID number and extension are not listed in the DED or extension pools.**
- **B. The user does not have the proper license type, roles, and permissions.**
- C. The DID number and extension are considered the same numbers and entered into the same phone.
- D. The DID number and the extension do not have the same last 4 digits.

Answer: A,B

Explanation:

For a user to receive calls via a DID number or extension in Genesys Cloud CX, the number must be properly provisioned in the system's DID or extension pools. Additionally, the user must have the appropriate license, roles, and permissions to handle voice interactions. Missing either of these configurations will prevent call delivery.

NEW QUESTION # 32

Which of the following statements is NOT true regarding Management Units?

- A. Agents that handle the same set of interactions should belong to the same management unit.
- **B. A maximum of 100 agents can be added to a single Management Unit.**
- C. They help you create, manage, and view schedules for a group.
- D. Management Units partition agents and interactions into logical groups.

Answer: B

Explanation:

Cloud CX supports more than 100 agents per Management Unit. Management Units are used to logically group agents for scheduling and forecasting, and there is no such hard limit of 100 agents per unit.

NEW QUESTION # 33

In Genesys Cloud CX, the term conversation is defined as an interaction between multiple participants over at least one media channel such as chat, phone, or email.

Each conversation contains the end-to-end data for all interactions between the participants.

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

Answer: B

Explanation:

In Genesys Cloud CX, a conversation refers to an interaction involving multiple participants over one or more media channels, such as chat, phone, or email. Each conversation encompasses comprehensive data for all interactions among the participants, providing a complete view of the engagement history.

Reference: <https://help.mypurecloud.com/glossary/conversation/>

NEW QUESTION # 34

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