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Genesys GCX-GCD Exam Syllabus Topics:

| Topic | Details |
|---------|---|
| Topic 1 | <ul style="list-style-type: none">Explain Agent Chat and Analytics APIs: This section of the exam measures the skills of a Developer and focuses on the APIs used for agent chat interactions and analytics data. It describes how developers can programmatically manage chat activities and access analytics reports to monitor system performance. |

| | |
|---------|--|
| Topic 2 | <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 3 | <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 4 | <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. |
| Topic 5 | <ul style="list-style-type: none"> • 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 6 | <ul style="list-style-type: none"> • 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. |

Genesys Cloud CX: Developer Certification Sample Questions (Q14-Q19):

NEW QUESTION # 14

What do a Service Level of 80 and a Service Level Target of 20 for Voice interactions mean?

- A. 20 chats and calls must be answered in 80 seconds.
- B. 80% of calls must be answered within 20 seconds.
- C. 20 chats and calls must be answered in 80 seconds.
- D. 80 calls must be answered every 20 seconds.

Answer: B

Explanation:

In Genesys Cloud CX, a Service Level of 80 with a Service Level Target of 20 seconds means the goal is to answer 80% of incoming voice interactions within 20 seconds, aligning with common contact center performance standards.

NEW QUESTION # 15

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

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

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 # 16

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

Answer: A,B,C

Explanation:

API Explorer: This tool allows developers to interactively explore and test Genesys Cloud CX APIs, facilitating the development and debugging of API requests.

Notifications: This feature enables developers to subscribe to event notifications from Genesys Cloud CX, allowing real-time monitoring and response to system events.

Archy: A command-line tool provided by Genesys for managing and deploying Architect flows, aiding developers in automating flow deployment processes.

NEW QUESTION # 17

Which of the following is NOT a Genesys Cloud CX Collaborate feature?

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

Answer: B

Explanation:

Genesys Cloud CX Collaborate includes features such as text chat, video chat, and content management, enabling users to communicate and share information effectively. However, AI Chat is not a feature of Collaborate.

NEW QUESTION # 18

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

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 # 19

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