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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 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">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 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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q55-Q60):

NEW QUESTION # 55

Genesys Cloud CX combines the routing information from all sites into a/an _____.

- A. Trunk
- B. Edge
- C. Number plan
- D. Outbound call

Answer: C

Explanation:

Genesys Cloud CX uses a Number plan to consolidate and interpret routing information from all sites. This plan defines how dialed numbers are handled and routed across the system, ensuring consistent and efficient call processing.

NEW QUESTION # 56

Which of the following best defines Mandatory, Time-boxed, No early exit After Call Work (ACW)?

- A. The agent may or may not complete ACW. The system will set the status to Available after the interaction is completed. The agent is responsible for setting the availability appropriately if performing ACW.
- B. Once the ACW status starts for the agent, the system will automatically set the status to Available again when the After Call Timeout is reached. The agent can set the status to Available if the ACW is completed early.
- C. The agent is automatically placed into an ACW status, and the system will automatically set the status to Available when the After Call Timeout is reached. The agent cannot set the status to Available if the ACW is completed early.
- D. The ACW status for the agent will remain in that status until a Wrap-Up code is selected and the ACW is manually completed.

Answer: C

Explanation:

In Mandatory, Time-boxed, No early exit ACW, agents are forced into ACW status after an interaction and must remain in that status until the timeout completes. They cannot exit early, ensuring consistent post-call handling within the defined time window.

NEW QUESTION # 57

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

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

Answer: C

Explanation:

When contacting the Genesys Cloud CX support team, you represent your organization using the Organization ID, which uniquely identifies your Genesys Cloud instance and helps support quickly access your account details.

NEW QUESTION # 58

Which platform component manages account configuration, directory search, user membership, phone call routing, and agent assignment?

- A. Communication Services
- B. Application Services
- C. Public Interface Services
- D. Core Services

Answer: D

Explanation:

Core Services in Genesys Cloud CX handle fundamental platform functions such as account configuration, directory search, user membership management, phone call routing, and agent assignment, serving as the backbone of system operations.

NEW QUESTION # 59

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

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

Answer: C

Explanation:

When contacting the Genesys Cloud CX support team, you represent your organization using the Organization ID, which uniquely identifies your Genesys Cloud instance and helps support quickly access your account details.

NEW QUESTION # 60

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There are various individuals who have never shown up for the Genesys Cloud CX: Developer Certification certification test as of now. They know close to nothing about the Genesys Cloud CX: Developer Certification exam model and how to attempt the requests. Genesys GCX-GCD Dumps give an unequivocal thought of the last preliminary of the year model and how a promising rookie ought to attempt the solicitation paper to score well.

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