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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 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	• 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.
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Genesys Cloud CX: Developer Certification Sample Questions (Q74-Q79):

NEW QUESTION # 74

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. True
- B. False

Answer: B

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 # 75

You can combine Genesys Cloud CX Voice and BYOC Cloud to get the benefits of both cloud telephony connection options.

- A. False
- B. True

Answer: B

Explanation:

You can combine Genesys Cloud CX Voice and BYOC Cloud to leverage the benefits of both cloud telephony connection options. This hybrid approach allows organizations to utilize Genesys' fully managed telephony service while maintaining relationships with existing carriers.

NEW QUESTION # 76

The application requesting to create a new user does not need a specific scope.

- A. True
- B. False

Answer: B

Explanation:

In Genesys Cloud CX, an application requesting to create a new user must have the appropriate scope (e.g.,

user:adminoruser:create) granted. This scope ensures that the application has the necessary permissions to perform user creation actions.

NEW QUESTION # 77

If you have not created any additional templates, you will have several default template options when creating a new script. These default templates are: (Choose four.)

- A. Blank Script
- B. Default Callback Script
- C. Sales Script Template
- D. Default Outbound Script
- E. Collection Script Template
- F. Default Inbound Script

Answer: A,B,D,F

Explanation:

When creating a new script in Genesys Cloud CX, if no additional templates have been created, the following default templates are available:

Blank Script: A script without any pre-configured components, providing a blank canvas for customization.



Default Callback Script: The default script that pops for callbacks. Use this script if you have not specified another script in Architect to run in response to an in-queue callback action.



Default Inbound Script: The default script that pops for inbound calls.



Default Outbound Script: A default script for outbound dialing. It contains a control for updating contact list fields. When you base a script on this template, you must select a contact list in the script's properties. Otherwise, Scripter shows no edit fields.



NEW QUESTION # 78

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

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

Answer: D

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 # 79

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