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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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"> 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 5	<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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q24-Q29):

NEW QUESTION # 24

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

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

Answer: B

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 # 25

While creating a query to fetch conversation data, and interval of up to _____ days can be applied for a query with no filter.

- **A. 0**
- B. 1
- C. 2
- D. 3

Answer: A

Explanation:

In Genesys Cloud CX, when creating a query to fetch conversation data without any filters, you can specify an interval of up to seven days. This means you can retrieve conversation data spanning the past seven days, including today.

Reference: <https://developer.genesys.cloud/analyticsdatamanagement/analytics/detail/conversation-query>

NEW QUESTION # 26

By default, Line Recording is disabled.

- **A. True**

- B. False

Answer: A

Explanation:

In Genesys Cloud CX, Line Recording is disabled by default. To enable automatic recording of calls, the telephony administrator must configure the system by enabling recording on the SIP trunk. Without this configuration, calls are not automatically recorded. Reference: <https://help.mypurecloud.com/articles/recording-in-genesys-cloud/>

NEW QUESTION # 27

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

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

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 # 28

Which of the following statements defines a fatal question in an Evaluation Form?

- A. Fatal questions are the same as critical questions.
- B. Fatal questions are weighted higher than non-fatal questions.
- C. Fatal questions are critical questions. If scored No the agent will be removed from the queue.
- **D. Fatal questions are critical questions. If scored "No", the evaluation score will be zero.**

Answer: D

Explanation:

In Genesys Cloud CX, a fatal question on an Evaluation Form is designed to reflect a critical requirement. If the evaluator scores "No" on such a question, the agent receives a zero for the entire evaluation, regardless of other responses.

NEW QUESTION # 29

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No one wants to own insipid life. Do you want to at the negligible position and share less wages forever? And do you want to wait to be laid off or waiting for the retirement? This life is too boring. Do not you want to make your life more interesting? It does not matter. Today, I tell you a shortcut to success. It is to pass the Genesys GCX-GCD exam. With this certification, you can live the life of the high-level white-collar. You can become a power IT professional, and get the respect from others. Prep4away will provide you with excellent Genesys GCX-GCD Exam Training materials, and allows you to achieve this dream effortlessly. Are you still hesitant? Do not hesitate, Add the Prep4away's Genesys GCX-GCD exam training materials to your shopping cart quickly.

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