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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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 4	<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 5	<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 (Q10-Q15):

NEW QUESTION # 10

Error 400 by Notification service means the channel has been idle for 24 hours.

- A. True
- B. False

Answer: A

Explanation:

In Genesys Cloud CX, a notification channel remains active for 24 hours. If the channel is not renewed within this period, attempts to use it will result in a 400 error. To maintain an active channel beyond 24 hours, you must resubscribe to the topics before the channel expires. This can be achieved by sending a POST request to `/api/v2/notifications/channels/{channelId}/subscriptions` with an empty array as the body, effectively extending the channel's validity for another 24 hours. Implementing a recurring task to perform this resubscription every 23 hours is recommended to ensure continuous operation.

NEW QUESTION # 11

From the _____ page, you can monitor the number of API requests in the built-in dashboard.

- A. Performance > API Usage
- B. Performance > Bot Performance
- C. Performance > My Performance
- D. Performance > Dashboards

Answer: D

Explanation:

The Performance > API Usage page in Genesys Cloud CX provides a built-in dashboard that allows you to monitor the number of API requests, helping you track usage trends, detect anomalies, and manage limits effectively.

NEW QUESTION # 12

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

- A. Communication Services
- B. Core Services
- C. Application Services
- D. Public Interface 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 # 13

Which identifier do you need to provide in the missing section to use the following GET method?

`https://api.{{environment}}/api/v2/flows/{_____}`

- A. ivrId
- B. promptId
- C. scheduleGroupId
- D. flowId

Answer: D

Explanation:

In the Genesys Cloud CX API, when using the GET method to retrieve details for a specific flow, the identifier you need to provide is flowId, which uniquely identifies the flow within the system.

NEW QUESTION # 14

For web chat, widget permissions must be assigned to the user.

- A. False
- B. True

Answer: A

Explanation:

In Genesys Cloud CX, widget permissions are not assigned to individual users. Instead, permissions related to web chat widgets are managed through roles and permissions within the platform. To create or manage web chat widgets, a user must have the appropriate permissions, such as Widgets > Deployment > All or Web Chat > Deployment > All. These permissions are typically assigned to administrative roles responsible for configuring and deploying web chat functionalities.

Reference: <https://help.mypurecloud.com/articles/create-a-widget-for-web-chat/>

NEW QUESTION # 15

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