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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">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 3	<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 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.
Topic 5	<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 6	<ul style="list-style-type: none"> • 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.
Topic 7	<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 8	<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 (Q62-Q67):

NEW QUESTION # 62

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

- A. Performance > API Usage
- B. Performance > My Performance
- C. Performance > Bot 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 # 63

For updating a user in Genesys Cloud CX which HTTP method must be used?

- A. POST
- **B. PATCH**
- C. DELETE
- D. TRACE

Answer: B

Explanation:

In Genesys Cloud CX, the PATCH HTTP method is used to update an existing user's information. This method allows partial updates, meaning you can modify specific user attributes without affecting the rest of the user data.

NEW QUESTION # 64

Which ACD routing method routes an interaction to the next available agent?

- A. Preferred Agent
- **B. Standard ACD**
- C. BullseyeACD
- D. Disregard Skills, Next Agent

Answer: B

Explanation:

The StandardACD routing method in Genesys Cloud CX routes interactions to the nextavailableagent based on queue configuration, without modifying routing logic or preferences like skills or agent affinity. It ensures straightforward, availability-based distribution.

NEW QUESTION # 65

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. API Explorer**
- **B. Archy**
- **C. Notifications**
- 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 # 66

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

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

Answer: C

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 # 67

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