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GCX-GCD	
Language:	English
Number of Questions:	Approximately 60
Duration:	90 minutes
Passing Score:	Around 70% (subject to change)
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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">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 4	<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 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">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 7	<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 8	<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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q69-Q74):

NEW QUESTION # 69

The _____ perspective is a ledger-type event stream over some time interval with time stamps for every event that occurred during the period.

- A. Instantaneous Observation
- B. Aggregate Records
- C. Detail Records
- D. Aggregate Metrics

Answer: C

Explanation:

The Detail Records perspective in Genesys Cloud CX represents a ledger-type event stream that includes time- stamped records for every interaction event over a given time interval, offering granular insight into each step of the interaction.

NEW QUESTION # 70

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

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

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

Answer: A

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 # 71

Which of the following statements is NOT true regarding numbering plan?

- A. It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.
- B. Numbering plan can be added or modified based on the organizational requirements
- C. It has to be created manually

- D. Numbering plan is also known as a dial plan.

Answer: C

Explanation:

This statement is not true. In Genesys Cloud CX, numbering plans (or dial plans) can be created automatically using default settings or manually configured as needed. They are flexible and can be modified based on organizational requirements, but manual creation is not mandatory.

NEW QUESTION # 72

AudioHook requires specialized libraries and services for orchestration, load balancing, serialization and session management.

- A. True
- **B. False**

Answer: B

Explanation:

AudioHook Monitor in Genesys Cloud CX does not require specialized libraries or services for orchestration, load balancing, serialization, or session management. It is designed to stream voice interactions to third-party services in near real-time without the need for additional infrastructure.

Reference: <https://help.mypurecloud.com/articles/audiohook-monitor-overview/>

NEW QUESTION # 73

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 # 74

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