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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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 6	• 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 7	• 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 (Q57-Q62):

NEW QUESTION # 57
If you don't pass the paging parameters while querying, the default page size is set to _____.

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

Answer: C

Explanation:
In Genesys Cloud CX, when making API requests that return a list of resources, if you don't specify paging parameters (pageSizeandpageNumber), the system defaults to a page size of 25 results. This means that the response will include up to 25 items per page unless you define otherwise.
Reference:https://developer.genesys.cloud/analyticsdatamanagement/analytics/detail/conversation-query

NEW QUESTION # 58
Genesys Cloud CX combines the routing information from all sites into a/an _____.

- A. Edge
- B. Trunk
- C. Outbound call
- D. Number plan

Answer: D

Explanation:
Genesys Cloud CX uses aNumber planto consolidate and interpret routing information from all sites. This plan defines how dialed numbers are handled and routed across the system, ensuring consistent and efficient call processing.

NEW QUESTION # 59
How do you represent your organization when you contact the Genesys Cloud CX support team?

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

Answer: B

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 # 60
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. Collection Script Template
- B. Default Inbound Script
- C. Blank Script
- D. Default Callback Script
- E. Sales Script Template
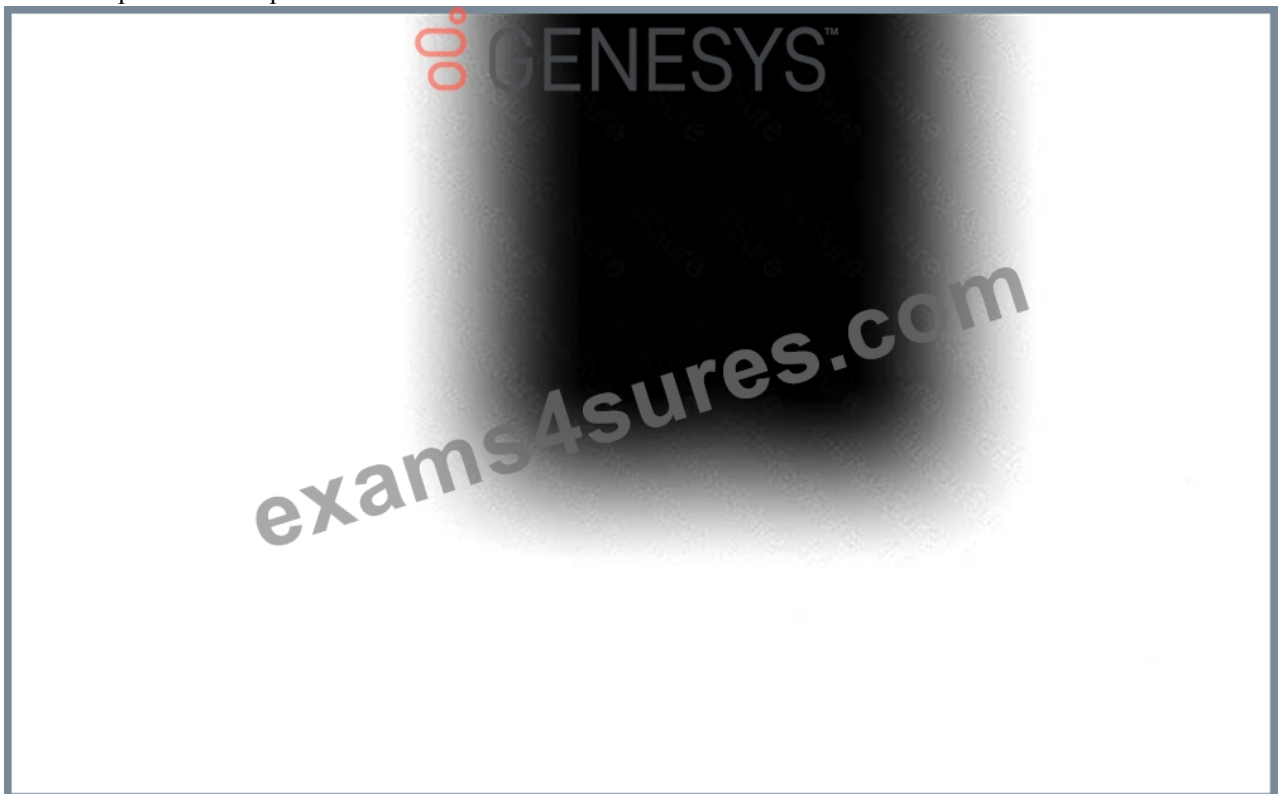- F. Default Outbound Script

Answer: B,C,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 # 61

What type of Analytics API query would you use to determine how many interactions are ongoing/waiting right now as well as which agents are available?

- A. Flow Aggregates query
- B. Conversation Aggregates query

- C. Conversation Detail Record query
- D. Queue Observations query

Answer: D

Explanation:
The Queue Observations query in Genesys Cloud CX provides real-time metrics such as the number of interactions currently ongoing or waiting in a queue and the number of agents available, making it ideal for live queue monitoring.

NEW QUESTION # 62

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