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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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	• 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 6	• 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	• 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 8	• 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.

Genesys Cloud CX: Developer Certification Sample Questions (Q20-Q25):

NEW QUESTION # 20
Which of the following is NOT a Genesys Cloud CX Collaborate feature?

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

Answer: A

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 # 21
What level of permissions does a user require to view the organization settings?

- A. Agent
- B. Admin
- C. Supervisor
- D. All of the above

Answer: B

Explanation:
In Genesys Cloud CX, users require administrative privileges to access and manage organization settings.
This access is typically granted through the Admin role, which provides the necessary permissions to view and modify organization-wide configurations. Agent and Supervisor roles do not inherently possess these permissions.

NEW QUESTION # 22
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: C

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 # 23
Which of the following applies to the Notifications API?

- A. The ping message will tell you if the authentication token is expired or not.
- B. The ping messages are for topic subscriptions.
- C. There is noping message for Notification APIs.
- D. The ping/pong messages will tell you if the socket is dropped or not.

Answer: D

Explanation:
In the Genesys Cloud CX Notifications API, ping/pong messages are used to check the healthof the WebSocket connection. These messages help detect if the socket is still open or if it has been dropped, enabling appropriate client-side handling.

NEW QUESTION # 24
Genesys Cloud CX combines the routing information from all sites into a/an _____.

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

Answer: C

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 # 25
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