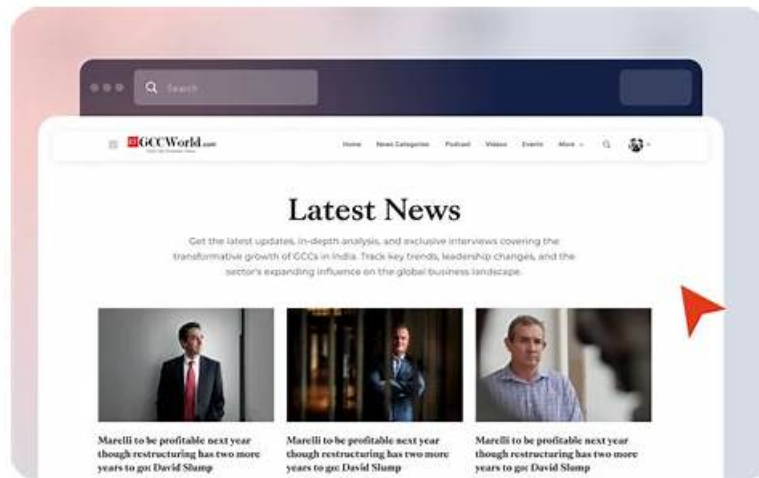


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Genesys GCX-GCD Exam Syllabus Topics:

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">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 3	<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 4	<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 5	<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 6	<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 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"> • 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.

Genesys Cloud CX: Developer Certification Sample Questions (Q13-Q18):

NEW QUESTION # 13

To get the recordingId for a conversation, which information should be included in the missing section of the URL.

`https://api/v2/conversations/{_____}/recordings`

- A. ivrId
- B. DBID
- C. Conversation
- D. RecordingId

Answer: C

Explanation:

`https://api/v2/conversations/{conversationId}/recordings`. You need to include the Conversation ID, not a recording ID or database ID, to retrieve the associated recordings for that specific conversation.

NEW QUESTION # 14

What type of trunk would you configure to connect to AudioCodes phones?

- A. External trunk
- B. WebRTC phone trunk
- C. Network interface trunk
- D. Phone trunk

Answer: A

Explanation:

To connect to AudioCodes phones, which typically function as external SIP devices, you would configure an External trunk in Genesys Cloud CX. This allows SIP communication between Genesys Cloud and the AudioCodes device.

NEW QUESTION # 15

What is the timeout period for reconnecting the chat session?

- A. Five Minutes
- B. Three Minutes
- C. Four Minutes
- D. Two minutes

Answer: D

Explanation:

In Genesys Cloud CX, if a WebSocket connection for a chat session is lost, the system allows a two-minute window for reconnection. If the client does not reconnect within this period, the chat session is considered terminated.

NEW QUESTION # 16

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: B

Explanation:

In Genesys Cloud CX, when making API requests that return a list of resources, if you don't specify paging parameters (pageSize and pageNumber), 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 # 17

Which protocol is used to transport digitized audio?

- A. TLS
- B. TCP
- C. SIP over UDP
- D. RTP over UDP

Answer: D

Explanation:

Genesys Cloud CX uses RTP (Real-time Transport Protocol) over UDP to transport digitized audio during voice interactions. RTP ensures real-time delivery, while UDP provides low-latency transmission, making it ideal for voice communication.

NEW QUESTION # 18

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