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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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	• 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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q17-Q22):

NEW QUESTION # 17
Your contact center wants to track the outcome of calls and chats.
What can be configured within Genesys Cloud CX to provide this functionality?

- A. Wrap-up Codes
- B. Resolution Codes
- C. Account Codes
- D. Status

Answer: A

Explanation:
Wrap-up Codes in Genesys Cloud CX are used by agents to categorize the outcome of calls and chats after an interaction ends, enabling detailed tracking and reporting of customer interactions.

NEW QUESTION # 18
From the _____ page, you can monitor the number of API requests in the built-in dashboard.

- A. Performance > Bot Performance
- B. Performance > Dashboards
- C. Performance > API Usage
- D. Performance > My Performance

Answer: B

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 # 19
Which Genesys Cloud CX feature helps reduce wait time for each call?

- A. Skill-based Routing
- B. IIVR
- C. Automatic Call Distribution
- D. Workforce Management

Answer: C

Explanation:
Automatic Call Distribution (ACD) reduces wait time by efficiently routing incoming calls to the next available and most appropriate agent, minimizing idle time and ensuring quicker response for each customer.

NEW QUESTION # 20
Which protocol is used to transport digitized audio?

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

Answer: C

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 # 21
Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

- A. Toast pop-ups
- B. Scripts
- C. Dialog boxes
- D. IVR prompts

Answer: B

Explanation:
Scripts in Genesys Cloud CX present caller information to agents and can guide them through interactions by allowing data collection or updates during the call, enhancing consistency and efficiency.

NEW QUESTION # 22
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As we all, having a general review of what you have learnt is quite important, it will help you master the knowledge well. GCX-GCD Online test engine has testing history and performance review, and you can have a review through this version. In addition, GCX-GCD Online test engine supports all web browsers and Android and iOS etc. GCX-GCD Exam Materials of us offer you free demo to have a try before buying GCX-GCD training materials, so that you can have a deeper understanding of what you are going to buy. You can receive your downloading link and password within ten minutes, so that you can begin your study right away.

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