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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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	• 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	• 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.

Genesys Cloud CX: Developer Certification Sample Questions (Q16-Q21):

NEW QUESTION # 16
For updating a user in Genesys Cloud CX which HTTP method must be used?

- A. POST
- B. DELETE
- C. TRACE
- D. PATCH

Answer: D

Explanation:
In Genesys Cloud CX, the PATCH HTTP method is used to update an existing user's information. This method allows partial updates, meaning you can modify specific user attributes without affecting the rest of the user data.

NEW QUESTION # 17
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 # 18
Arrange the following five stages of migrating from a BYOC Cloud or Genesys Cloud CX Voice to a hybrid media organization in the correct order?
1. Placing your edges into the Genesys Cloud CX hybrid media edge group.
2. Pairing your new BYOC premises edges to Genesys Cloud CX.
3. Configuring edge interfaces to use site interconnects.
4. Enabling and configuring site links
5. Making your organization hybrid media capable

- A. 2,1,3,4,5
- B. 4,1,2,5,3

- C. 1,3,2,5,4
- D. 5,2,1,3,4

Answer: D

Explanation:
1. Making your organization hybrid media capable: Begin by enabling hybrid media capabilities in your organization to support both cloud and premises-based media processing.
2. Pairing your new BYOC Premises Edges to Genesys Cloud CX: Next, pair your BYOC Premises Edges with Genesys Cloud CX to establish communication between the premises hardware and the cloud platform.
3. Placing your Edges into the Genesys Cloud CX hybrid media edge group: After pairing, move your Edges into the Genesys Cloud Hybrid Media Group to manage them within the hybrid environment.
4. Configuring Edge interfaces to use site interconnects: Then, configure the network interfaces on your Edges to utilize site interconnects, facilitating communication between different sites.
5. Enabling and configuring site links: Finally, enable and configure site links to establish connections between your premises and cloud sites, completing the hybrid media setup.
Reference: https://help.mypurecloud.com/articles/convert-byoc-cloud-genesys-cloud-voice-to-hybrid-media/

NEW QUESTION # 19
Which of the following is NOT a Genesys Cloud CX Collaborate feature?

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

Answer: C

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 # 20
Which of the following statements are true? (Choose two.)

- A. Genesys Cloud CX does not allow integrations for cloud storage.
- B. Genesys Cloud CX allows recording downloads using Platform Recording APIs.
- C. Genesys Cloud CX allows cloud storage using integration.
- D. Genesys Cloud CX maintains the recordings and the metadata indefinitely.

Answer: B,C

Explanation:
Genesys Cloud CX provides Platform Recording APIs that enable users to download recordings programmatically. This allows for efficient retrieval and management of recorded interactions.
Genesys Cloud CX supports integrations with cloud storage services, such as AWS S3, allowing organizations to store recordings externally. This facilitates bulk downloading and long-term storage of recordings.

NEW QUESTION # 21
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