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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details

Topic 1	• 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 2	• 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	• 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	• 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 (Q55-Q60):

NEW QUESTION # 55
Which of the following are commonly used in Voice over IP (VoIP) or internet communication systems?

- A. Outbound Proxy
- B. Gateway
- C. SIP
- D. WebRTC

Answer: C,D

Explanation:
SIP (Session Initiation Protocol) Trunks: These are used to connect the Genesys Cloud CX platform to external telephony systems, such as carriers or on-premises equipment, facilitating voice communication over IP networks.
WebRTC Trunks: These are utilized for WebRTC-based communications, enabling real-time voice and video interactions directly through web browsers without the need for additional plugins or software.
Reference: https://help.mypurecloud.com/video/create-a-sip-phone-trunk-2/

NEW QUESTION # 56
Which of the following containers is used to create a new campaign?

- A. Schedules
  C Campaign Dashboard
- B. Campaign Management
- C. Scripts

Answer: B

Explanation:
The Campaign Management container in Genesys Cloud CX is used to create, configure, and manage outbound campaigns, including setting up dialing modes, contact lists, and other campaign-related settings.

NEW QUESTION # 57
Currently, you manage all agents' schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue You would like to manage these in an easier and more automated way.
Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

- A. Genesys Cloud CX Workforce Management
- B. Genesys Cloud CX Architect
- C. Genesys Cloud CX API
- D. Genesys Cloud CX Reporting and Analytics

Answer: A

Explanation:
Workforce Management in Genesys Cloud CX automates agent scheduling, including work shifts, breaks, meetings, and time off, replacing manual spreadsheet processes and improving efficiency and accuracy.

NEW QUESTION # 58
From the _____ page, you can monitor the number of API requests in the built-in dashboard.

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

Answer: D

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 # 59
Which of the following statements are true? (Choose two.)

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

Answer: B,D

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 # 60
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