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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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"> 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 5	<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 6	<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.
Topic 7	<ul style="list-style-type: none"> 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 (Q41-Q46):

NEW QUESTION # 41

Which of the following statements is NOT true regarding numbering plan?

- A. Numbering plan is also known as a dial plan.
- B. It has to be created manually**
- C. Numbering plan can be added or modified based on the organizational requirements
- D. It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.

Answer: B

Explanation:

This statement is not true. In Genesys Cloud CX, numbering plans (or dial plans) can be created automatically using default settings or manually configured as needed. They are flexible and can be modified based on organizational requirements, but manual creation is not mandatory.

NEW QUESTION # 42

For web chat, widget permissions must be assigned to the user.

- A. False**
- B. True

Answer: A

Explanation:

In Genesys Cloud CX, widget permissions are not assigned to individual users. Instead, permissions related to web chat widgets are managed through roles and permissions within the platform. To create or manage web chat widgets, a user must have the

appropriate permissions, such as Widgets > Deployment > AllorWeb Chat > Deployment > All. These permissions are typically assigned to administrative roles responsible for configuring and deploying web chat functionalities.
Reference: <https://help.mypurecloud.com/articles/create-a-widget-for-web-chat/>

NEW QUESTION # 43

Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

- A. Opera
- B. Firefox
- C. Safari
- D. Chrome
- E. Internet Explorer

Answer: B,D

Explanation:

Genesys Cloud CX offers full support for the current and immediately preceding major releases of both Firefox and Chrome browsers. While Safari is supported, it has limited functionality, lacking support for features like video chat, screen sharing, and the Genesys Cloud WebRTC phone. Internet Explorer and Opera are not supported browsers for Genesys Cloud CX.

NEW QUESTION # 44

Which of the following containers is used to create a new campaign?

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

Answer: C

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 # 45

You can add a new Prompt using API endpoints.

- A. False
- B. True

Answer: B

Explanation:

In Genesys Cloud CX, you can programmatically add new prompts using the Architect API. The process involves three main steps:

1. Create the Prompt Object: Use the API to create a new prompt entity.
2. Create the Prompt Resource: Add a language-specific resource to the prompt, which can include text-to-speech (TTS) or audio content
3. Upload the Prompt's Media File: If using audio files, upload the media file to the prompt resource.

NEW QUESTION # 46

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Many students often start to study as the exam is approaching. Time is very valuable to these students, and for them, one extra hour of study may mean 3 points more on the test score. If you are one of these students, then Genesys Cloud CX: Developer Certification exam tests are your best choice. Because students often purchase materials from the Internet, there is a problem that

they need transport time, especially for those students who live in remote areas. When the materials arrive, they may just have a little time to read them before the exam. However, with GCX-GCD Exam Questions, you will never encounter such problems, because our materials are distributed to customers through emails. After you have successfully paid, you can immediately receive GCX-GCD test guide from our customer service staff, and then you can start learning immediately.

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