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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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	• 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.

Genesys Cloud CX: Developer Certification Sample Questions (Q54-Q59):

NEW QUESTION # 54
Disabling file attachments in chat is related to _____.

- A. Chat Settings
- B. Security and Compliance
- C. Global Settings
- D. Telephony

Answer: B

Explanation:
Disabling file attachments in chat is managed under Security and Compliance settings in Genesys Cloud CX, where administrators control data sharing options to meet organizational security policies.

NEW QUESTION # 55
Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

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

Answer: C

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 # 56
Which Genesys Cloud CX feature helps reduce wait time for each call?

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

Answer: D

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 # 57
Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent.

- A. False
- B. True

Answer: B

Explanation:
Routing in Genesys Cloud CX directs customer interactions to the most suitable automated system or human agent based on defined rules, skills, or availability, ensuring efficient and effective communication handling.

NEW QUESTION # 58
AudioHook requires specialized libraries and services for orchestration, load balancing, serialization and session management.

- A. False
- B. True

Answer: A

Explanation:
AudioHook Monitor in Genesys Cloud CX doesnotrequire specialized libraries or services for orchestration, load balancing, serialization, or session management. It is designed to stream voice interactions to third-party services in near real-time without the need for additional infrastructure.
Reference:https://help.mypurecloud.com/articles/audiohook-monitor-overview/

NEW QUESTION # 59
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