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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	• 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	• 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.
Topic 4	• 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	• 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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q50-Q55):

NEW QUESTION # 50
If you don't pass the paging parameters while querying, the default page size is set to _____.

- A. 0
- B. 1
- C. 2
- D. 3

Answer: B

Explanation:
In Genesys Cloud CX, when making API requests that return a list of resources, if you don't specify paging parameters (pageSizeandpageNumber), the system defaults to a page size of 25 results. This means that the response will include up to 25 items per page unless you define otherwise.
Reference:https://developer.genesys.cloud/analyticsdatamanagement/analytics/detail/conversation-query

NEW QUESTION # 51
For updating a user in Genesys Cloud CX which HTTP method must be used?

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

Answer: A

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 # 52
Which of the following statements are true? (Choose two.)

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

Answer: A,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 # 53
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. Status
- B. Resolution Codes
- C. Account Codes
- D. Wrap-up Codes

Answer: D

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 # 54
Genesys Cloud CX combines the routing information from all sites into a/an _____.

- A. Outbound call
- B. Edge
- C. Trunk
- D. Number plan

Answer: D

Explanation:
Genesys Cloud CX uses a Number plan to consolidate and interpret routing information from all sites. This plan defines how dialed numbers are handled and routed across the system, ensuring consistent and efficient call processing.

NEW QUESTION # 55
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