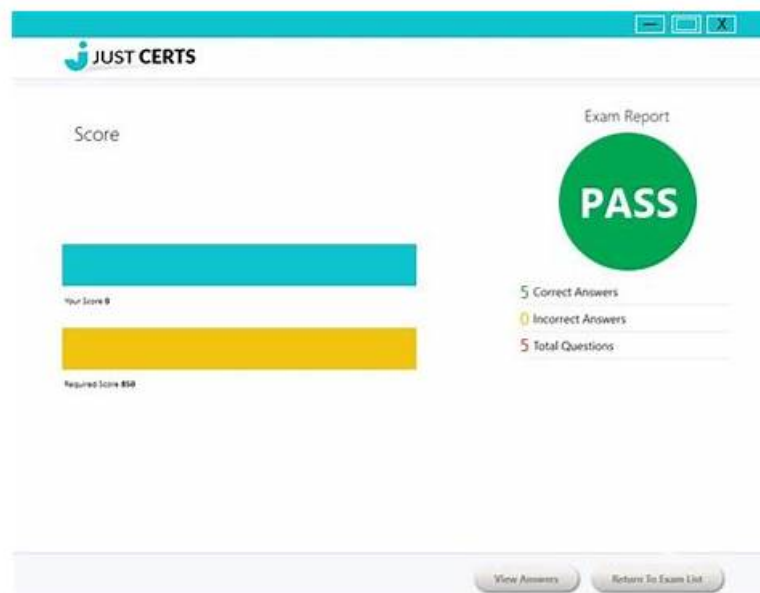


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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q62-Q67):

NEW QUESTION # 62

Which of the following is NOT a Genesys Cloud CX Collaborate feature?

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

Answer: A

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 # 63

Which of the following endpoints are in the list of conversation endpoints? (Choose four.)

- A. GET /api/v2/conversations/messages
- B. GET /api/v2/conversations/chats
- C. GET /api/v2/conversations/calls
- D. GET /api/v2/conversations/participants
- E. GET /api/V2/conversations/attributes
- F. GET /api/v2/conversations/callbacks

Answer: A,B,C,F

Explanation:

In Genesys Cloud CX, the Conversations API includes endpoints that allow interaction with various types of conversations. The endpoints GET /api/v2/conversations/callbacks, GET /api/v2/conversations/calls, GET /api/v2/conversations/chats, and GET /api/v2/conversations/messages are part of this API and are used to retrieve information about callbacks, calls, chats, and messages, respectively. GET /api/v2/conversations/participants is not a valid endpoint, and GET /api/v2/conversations/attributes does not correspond to a standard Conversations API endpoint.

NEW QUESTION # 64

The Utilization feature of Genesys Cloud CX allows administrators to configure: (Choose two.)

- A. The maximum capacity that an agent may handle simultaneously for each supported media type.
- B. Media types that can interrupt current interactions that an agent is handling.
- C. The after call work time for each media type.
- D. Time that an agent may spend on each media type.

Answer: A,B

Explanation:

The Utilization feature in Genesys Cloud CX allows administrators to configure the maximum number of concurrent interactions an agent can handle for each media type (e.g., voice, chat, email). This ensures that agents are not overloaded and can manage their tasks effectively.

Administrators can also define which media types are allowed to interrupt agents who are currently handling other interactions. For example, you can configure settings so that an incoming voice call can interrupt an agent handling a chat session, ensuring that high-priority interactions are addressed promptly.

Reference:<https://help.mypurecloud.com/articles/configure-utilization-at-the-org-level/>

NEW QUESTION # 65

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: D

Explanation:

In Genesys Cloud CX, when making API requests that return a list of resources, if you don't specify paging parameters (pageSize and pageNumber), 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 # 66

Error 400 by Notification service means the channel has been idle for 24 hours.

- A. False
- **B. True**

Answer: B

Explanation:

In Genesys Cloud CX, a notification channel remains active for 24 hours. If the channel is not renewed within this period, attempts to use it will result in a 400 error. To maintain an active channel beyond 24 hours, you must resubscribe to the topics before the channel expires. This can be achieved by sending a POST request to `/api/v2/notifications/channels/{channelId}/subscriptions` with an empty array as the body, effectively extending the channel's validity for another 24 hours. Implementing a recurring task to perform this resubscription every 23 hours is recommended to ensure continuous operation.

NEW QUESTION # 67

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