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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	• 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 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	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 5	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 6	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 7	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 (Q57-Q62):

NEW QUESTION # 57

To get the recordingId for a conversation, which information should be included in the missing section of the URL.

https://api/v2/conversations/{_____}/recordings

- A. DBID
- B. ivrId
- C. RecordingId
- D. Conversation

Answer: D

Explanation:

<https://api/v2/conversations/{conversationId}/recordings>. You need to include the Conversation ID, not a recording ID or database ID, to retrieve the associated recordings for that specific conversation.

NEW QUESTION # 58

How do you represent your organization when you contact the Genesys Cloud CX support team?

- A. ID
- B. Organization ID

- C. Company Name
- D. Agent Name

Answer: B

Explanation:

When contacting the Genesys Cloud CX support team, you represent your organization using the Organization ID, which uniquely identifies your Genesys Cloud instance and helps support quickly access your account details.

NEW QUESTION # 59

The typing notifications can be sent to the chat window using a POST with the _____.

- A. Conversation ID + Member ID + Session ID
- B. Conversation ID + Session ID
- C. Member ID
- **D. Conversation ID + Member ID**

Answer: D

Explanation:

In Genesys Cloud CX, to send typing notifications to the chat window, you use a POST request to the `/api/v2/conversations/{conversationId}/participants/{participantId}/typingendpoint`. This requires both the Conversation ID and the Participant (Member) ID to correctly identify and notify the specific participant within the conversation.

NEW QUESTION # 60

Which of the following statements is NOT true regarding Management Units?

- **A. A maximum of 100 agents can be added to a single Management Unit.**
- B. Agents that handle the same set of interactions should belong to the same management unit.
- C. They help you create, manage, and view schedules for a group.
- D. Management Units partition agents and interactions into logical groups.

Answer: A

Explanation:

Cloud CX supports more than 100 agents per Management Unit. Management Units are used to logically group agents for scheduling and forecasting, and there is no such hard limit of 100 agents per unit.

NEW QUESTION # 61

The purpose of the Genesys Cloud CX API Change Management Policy is to articulate the agreement between our customers, partners, and the Genesys Cloud CX development team regarding API management and notification changes.

Choose all the Genesys Cloud CX API Change Types applicable to this scenario. (Choose four.)

- **A. Non-Breaking**
- **B. New feature**
- C. Minor Bugs
- D. Emergency
- **E. Breaking**
- **F. Deprecations**

Answer: A,B,E,F

Explanation:

The Genesys Cloud CX API Change Management Policy categorizes changes as Breaking, Non-Breaking, New Feature, and Deprecations to define how changes are introduced and communicated. These types help manage expectations around compatibility, feature rollout, and transition periods for customers and partners.

NEW QUESTION # 62

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