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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 3	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 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.
Topic 5	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 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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q34-Q39):

NEW QUESTION # 34

What is the timeout period for reconnecting the chat session?

- A. Four Minutes
- B. Two minutes
- C. Three Minutes
- D. Five Minutes

Answer: B

Explanation:

In Genesys Cloud CX, if a WebSocket connection for a chat session is lost, the system allows a two-minute window for reconnection. If the client does not reconnect within this period, the chat session is considered terminated.

NEW QUESTION # 35

What do a Service Level of 80 and a Service Level Target of 20 for Voice interactions mean?

- A. 20 chats and calls must be answered in 80 seconds.
- B. 80 calls must be answered every 20 seconds.
- C. 20 chats and calls must be answered in 80 seconds.

- D. 80% of calls must be answered within 20 seconds.

Answer: D

Explanation:

In Genesys Cloud CX, a Service Level of 80 with a Service Level Target of 20 seconds means the goal is to answer 80% of incoming voice interactions within 20 seconds, aligning with common contact center performance standards.

NEW QUESTION # 36

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

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

Answer: B,D

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 # 37

Which of the following best defines Mandatory, Time-boxed, No early exit After Call Work (ACW)?

- A. The agent may or may not complete ACW. The system will set the status to Available after the interaction is completed. The agent is responsible for setting the availability appropriately if performing ACW.
- B. The ACW status for the agent and will remain in that status until a Wrap-Up code is selected and the ACW is manually completed.
- C. The agent is automatically placed into an ACW status, and the system will automatically set the status to Available when the After Call Timeout is reached. The agent cannot set the status to Available if the ACW is completed early.
- D. Once the ACW status starts for the agent, the system will automatically set the status to Available again when the After Call Timeout is reached. The agent can set the status to Available if the ACW is completed early.

Answer: C

Explanation:

In Mandatory, Time-boxed, No early exit ACW, agents are forced into ACW status after an interaction and must remain in that status until the timeout completes. They cannot exit early, ensuring consistent post-call handling within the defined time window.

NEW QUESTION # 38

You can combine Genesys Cloud CX Voice and BYOC Cloud to get the benefits of both cloud telephony connection options.

- A. True
- B. False

Answer: A

Explanation:

You can combine Genesys Cloud CX Voice and BYOC Cloud to leverage the benefits of both cloud telephony connection options. This hybrid approach allows organizations to utilize Genesys' fully managed telephony service while maintaining relationships with existing carriers.

NEW QUESTION # 39

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