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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	• Overview of Users, Conversation, and Notification APIs: This section of the exam measures the skills of a Developer and introduces APIs related to users, conversations, and notifications. It explains how developers can retrieve and manage user data, handle conversation details, and set up real-time notifications through API services.
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	• 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 (Q68-Q73):

NEW QUESTION # 68

Why are Divisions important in an organization?

- A. Divisions define which users can be assigned to queues.
- **B. Divisions allow grouping and segregation of objects while keeping them inside the same organization.**
- C. Divisions allow the organization to control which roles can be assigned to users.
- D. Divisions are used to divide interactions equally between 2 or more queues.

Answer: B

Explanation:

In Genesys Cloud CX, Divisions enable organizations to logically separate and control access to various resources (like users, queues, flows) within the same org, supporting data security and operational boundaries.

NEW QUESTION # 69

John Smith developed a Genesys Cloud CX web application that is currently being used successfully by thousands of agents in North America at Global Software Company. Recently, Global Software Company decided to deploy the solution for its agents in Europe. However, agents are not able to log in. What is likely to be the cause?

- A. The Client ID has expired.
- B. There is no client Secret associated to the OAuth client.
- C. The OAuth client does not have the required scope.
- **D. The web app does not have an OAuth client created for that region.**

Answer: D

Explanation:

Genesys Cloud CX operates in separate regional environments (e.g., North America, EMEA, APAC). OAuth clients are region-specific, meaning an OAuth client created for North America won't authenticate users in Europe. To resolve this, a new OAuth client must be created in the European region's environment.

NEW QUESTION # 70

If you have not created any additional templates, you will have several default template options when creating a new script. These default templates are: (Choose four.)

- A. Sales Script Template
- B. Collection Script Template
- **C. Default Outbound Script**
- **D. Default Callback Script**
- **E. Blank Script**
- **F. Default Inbound Script**

Answer: C,D,E,F

Explanation:

When creating a new script in Genesys Cloud CX, if no additional templates have been created, the following default templates are available:

Blank Script: A script without any pre-configured components, providing a blank canvas for customization.



Default Callback Script: The default script that pops for callbacks. Use this script if you have not specified another script in Architect to run in response to an in-queue callback action.



Default Inbound Script: The default script that pops for inbound calls.



Default Outbound Script: A default script for outbound dialing. It contains a control for updating contact list fields. When you base a script on this template, you must select a contact list in the script's properties. Otherwise, Scripter shows no edit fields.



NEW QUESTION # 71

Genesys provides a set of developer tools to test and fine-tune your requests to access Genesys Cloud CX APIs. Select all the developer tools in the following list. (Choose three.)

- A. API Explorer
- B. Reports

- C. Notifications
- D. Archy

Answer: A,C,D

Explanation:

API Explorer: This tool allows developers to interactively explore and test Genesys Cloud CX APIs, facilitating the development and debugging of API requests.

Notifications: This feature enables developers to subscribe to event notifications from Genesys Cloud CX, allowing real-time monitoring and response to system events.

Archy: A command-line tool provided by Genesys for managing and deploying Architect flows, aiding developers in automating flow deployment processes.

NEW QUESTION # 72

Currently, you manage all agents' schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue. You would like to manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

- A. Genesys Cloud CX Architect
- B. Genesys Cloud CX API
- C. Genesys Cloud CX Reporting and Analytics
- D. Genesys Cloud CX Workforce Management

Answer: D

Explanation:

Workforce Management in Genesys Cloud CX automates agent scheduling, including work shifts, breaks, meetings, and time off, replacing manual spreadsheet processes and improving efficiency and accuracy.

NEW QUESTION # 73

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