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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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 4	• 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 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 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 7	• 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 8	• 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.

Genesys Cloud CX: Developer Certification Sample Questions (Q21-Q26):

NEW QUESTION # 21
The response to the first call of https://api/v2/conversations/{conversationId}/recordings includes mediaUri in its JSON body with the response code of 202.

- A. False
- B. True

Answer: A

Explanation:
When making the initialGETrequest tohttps://api/v2/conversations/{conversationId}/recordings, if the recording is not yet available (e.g., it's still being transcoded), the API responds with a 202Accepted status code and an empty response body, meaning themediaUriis not included in this response. Once the recording becomes available, subsequent requests will return a 200OK status code along with themediaUriin the JSON response body, allowing access to the recording.

NEW QUESTION # 22
What type of Analytics API query would you use to determine how many interactions are ongoing/waiting right now as well as which agents are available?

- A. Flow Aggregates query
- B. Queue Observations query
- C. Conversation Aggregates query
- D. Conversation Detail Record query

Answer: B

Explanation:
The Queue Observations query in Genesys Cloud CX provides real-time metrics such as the number of interactions currently ongoing or waiting in a queue and the number of agents available, making it ideal for live queue monitoring.

NEW QUESTION # 23
Which of the following is NOT a Genesys Cloud CX Collaborate feature?

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

Answer: C

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 # 24
Which of the following statements are true regarding the Preview API? (Choose two.)

- A. They are intended to be released publicly at some point in the future.
- B. Any developer may access these resources with no restrictions.
- C. These resources are subject to both breaking and non-breaking changes at any time without notice.

Answer: A,C

Explanation:
Preview APIs are made available as a preview of resources that are intended to be released publicly in the future.
Preview APIs are subject to both breaking and non-breaking changes at any time without notice.

NEW QUESTION # 25
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. Collection Script Template
- B. Default Outbound Script
- C. Sales Script Template

- D. Default Inbound Script
- E. Blank Script
- F. Default Callback Script

Answer: B,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.

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NEW QUESTION # 26

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