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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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 6	• 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 7	• 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 8	• 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.

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

NEW QUESTION # 62
A number plan determines how many and which digits are necessary for call routing.\

- A. True
- B. False

Answer: A

Explanation:
In Genesys Cloud CX, a number plan defines the structure of dialed numbers, including how many digits are expected and which patterns should be matched to properly route calls. This ensures consistent and accurate call handling across the system.

NEW QUESTION # 63
Which of the following best defines Mandatory, Time-boxed, No early exit After Call Work (ACW)?

- A. 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.
- B. 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.

- C. 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.
- D. 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.

Answer: A

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 # 64
Which of the following statements is NOT true regarding numbering plan?

- A. It has to be created manually
- B. Numbering plan is also known as a dial plan.
- C. It is a telecommunication scheme where telephone numbers are assiqned to subscribers and telephony endpoints.
- D. Numbering plan can be added or modified based on the organizational requirements

Answer: A

Explanation:
This statement is not true. In Genesys Cloud CX, numbering plans (or dial plans) can be created automatically using default settings or manually configured as needed. They are flexible and can be modified based on organizational requirements, but manual creation is not mandatory.

NEW QUESTION # 65
Which protocol is used to transport digitized audio?

- A. RTP over UDP
- B. SIP over UDP
- C. TLS
- D. TCP

Answer: A

Explanation:
Genesys Cloud CX uses RTP (Real-time Transport Protocol) over UDP to transport digitized audio during voice interactions. RTP ensures real-time delivery, while UDP provides low-latency transmission, making it ideal for voice communication.

NEW QUESTION # 66
Error 400 by Notification service means the channel has been idle for 24 hours.

- A. True
- B. False

Answer: A

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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