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Genesys GCX-GCD Cloud CX Developer Certification

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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	• 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	• 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 6	• 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 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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q18-Q23):

NEW QUESTION # 18

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

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

Answer: C,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 # 19

Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

- A. Opera

- B. Firefox
- C. Chrome
- D. Safari
- E. Internet Explorer

Answer: B,C

Explanation:

Genesys Cloud CX offers full support for the current and immediately preceding major releases of both Firefox and Chrome browsers. While Safari is supported, it has limited functionality, lacking support for features like video chat, screen sharing, and the Genesys Cloud WebRTC phone. Internet Explorer and Opera are not supported browsers for Genesys Cloud CX.

NEW QUESTION # 20

In Code Authorization grant OAuth flow, a code is exchanged for a token.

- A. True
- B. False

Answer: A

Explanation:

In the Authorization Code grant OAuth flow, the client receives an authorization code after user authentication, which is then exchanged for an access token. This is a standard and secure method used in Genesys Cloud CX for server-side applications.

NEW QUESTION # 21

Genesys Cloud CX provides various SDKs for developers in multiple programming languages.

Which of the following languages are NOT available? (Choose three.)

- A. C
- B. Diamond
- C. iOS
- D. Snake
- E. Java
- F. Javascript

Answer: A,B,D

Explanation:

Genesys Cloud CX provides SDKs for several programming languages, including JavaScript, Java, .NET (C#), Python, and Ruby. However, SDKs are not available for:

C: While C is a foundational programming language, Genesys Cloud CX does not offer an SDK specifically for it.

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Snake: This appears to be a typographical error or a fictional language; no such programming language is recognized.

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Diamond: Similarly, this does not correspond to any known programming language.

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NEW QUESTION # 22

Which type of request is sent to update all the participants' state to disconnected

- A. POST
- B. PUT
- **C. PATCH**
- D. GET

Answer: C

Explanation:

In Genesys Cloud CX, a PATCH request is used to update the state of all participants in a conversation to disconnected, allowing partial updates to the resource without replacing the entire object.

NEW QUESTION # 23

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