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Genesys GCX-GCD 考試大綱：

主題	簡介
主題 1	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.
主題 2	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.
主題 3	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.

主題 4	• 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.
主題 5	• 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.
主題 6	• 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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GCX-GCD 證照，GCX-GCD 熱門考題

我們都清楚的知道，IT 行業是個新型產業，它是帶動經濟發展的鏈條之一，所以它的地位也是舉足輕重不可忽視的。IT 認證又是 IT 行業裏競爭的手段之一，通過了認證你的各方面將會得到很好的上升，但是想要通過並非易事，所以建議你利用一下培訓工具，如果要選擇通過這項認證的培訓資源，Testpdf Genesys 的 GCX-GCD 考試培訓資料當仁不讓，它的成功率高達 100%，能夠保證你通過考試。

最新的 Genesys Cloud CX GCX-GCD 免費考試真題 (Q28-Q33):

問題 #28

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.

答案：A,C

解題說明：

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.

問題 #29

Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

- A. Scripts
- B. Toast pop-ups
- C. Dialog boxes
- D. IVR prompts

答案：A

解題說明：

Scripts in Genesys Cloud CX present caller information to agents and can guide them through interactions by allowing data collection or updates during the call, enhancing consistency and efficiency.

問題 #30

As the Genesys Cloud CX product grows, additions are made to the API to support new features in the form of new resources, new HTTP methods for existing resources, and so on.

When breaking changes are necessary, they are deferred to the next major revision of the API, whenever possible.

- A. True
- B. False

答案： A

解題說明：

Genesys Cloud CX aims to minimize breaking changes to maintain backward compatibility for its users.

When breaking changes are necessary, they are typically deferred until the next major revision of the API, ensuring a smoother transition for developers and users.

問題 #31

Which of the following statements defines a fatal question in an Evaluation Form?

- A. Fatal questions are critical questions If scored "No", the evaluation score will be zero.
- B. Fatal questions are weighted higher than non-fatal questions.
- C. Fatal questions are critical questions If scored No the agent will be removed from the queue.
- D. Fatal questions are the same as critical questions.

答案： A

解題說明：

In Genesys Cloud CX, a fatal question on an Evaluation Form is designed to reflect a critical requirement. If the evaluator scores "No" on such a question, the agent receives a zero for the entire evaluation, regardless of other responses.

問題 #32

Which description best describes the goal of the following Analytics Request Body POST to /api/v2/analytics/conversations/details/query?

```
{
  "interval": "2020-05-20T11:00:00.000Z/2020-05-21T20:00:00.000Z",
  "order": "asc",
  "orderBy": "conversationStart",
  "paging": {
    "pageSize": 25,
    "pageNumber": 1
  },
  "segmentFilters": [
    {
      "type": "and",
      "predicates": [
        {
          "type": "dimension",
          "dimension": "mediaType",
          "operator": "matches",
          "value": "email"
        },
        {
          "type": "dimension",
          "dimension": "queueId",
          "operator": "matches",
          "value": "c2e59f36-b4d0-44c6-aea7-a80e84a6ca2d"
        }
      ]
    }
  ],
  "conversationFilters": [
    {
      "type": "or",
      "predicates": [
        {
          "type": "metric",
          "metric": "tHandle",
          "range": {
            "gt": 900000
          }
        }
      ]
    }
  ]
}
```

- A. To get all email conversations with more than 15 minutes of Agent Handle Time for a specific queue in ascending order.
- B. To get all email conversations with less than 15 minutes of Agent Handle Time for a specific queue in descending order.
- C. To get all email conversations with less than 15 minutes of Agent Handle Time for a specific queue in ascending order.
- **D. To get all email conversations with more than 15 minutes of Agent Handle Time for a specific queue in descending order.**

答案：D

解題說明：

The query specifies "mediaType" as email, indicating that it is focused on email conversations. It filters by "queueId", suggesting the conversations are filtered by a specific queue. The "Handle" metric is used, and it has a condition of gt 90000, which translates to more than 15 minutes of handle time (since handle time is typically measured in milliseconds, and 90000 ms equals 90 seconds or 1.5 minutes).

This query filters for email conversations where the handle time is greater than 15 minutes, with the results ordered in ascending

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