

GCX-GCD시험대비최신버전자료, GCX-GCD시험패스

GCX-GCD	
Language:	English
Number of Questions:	Approximately 60
Duration:	90 minutes
Passing Score:	Around 70% (subject to change)
Exam Fee:	Around \$200 USD (confirm on the official site)

그 외, PassTIP GCX-GCD 시험 문제집 일부가 지금은 무료입니다: https://drive.google.com/open?id=1MM4lA6af57ldoh_Lui9dDQC1JYKxseu

Genesys인증 GCX-GCD시험을 패스하여 자격증을 취득하는게 꿈이라구요? PassTIP에서 고객님의Genesys인증 GCX-GCD시험패스꿈을 이루어지게 지켜드립니다. PassTIP의 Genesys인증 GCX-GCD덤프는 가장 최신시험에 대비하여 만들어진 공부자료로서 시험패스는 한방에 끝내줍니다.

Genesys GCX-GCD 시험요강:

주제	소개
주제 1	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.
주제 2	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.
주제 3	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.
주제 4	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.
주제 5	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.
주제 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.

주제 7	• 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.
주제 8	• 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.

>> GCX-GCD시험대비 최신버전 자료 <<

Genesys GCX-GCD시험패스 & GCX-GCD시험합격

PassTIP는 여러분이 빠른 시일 내에 Genesys GCX-GCD인증시험을 효과적으로 터득할 수 있는 사이트입니다. Genesys GCX-GCD인증 자격증은 일상생활에 많은 개편을 가져올 수 있는 시험입니다. Genesys GCX-GCD인증 자격증을 소지한 자들은 당연히 없는 자들보다 연봉이 더 높을 거고 승진기회도 많아지며 IT업계에서의 발전도 무궁무진합니다.

최신 Genesys Cloud CX GCX-GCD 무료샘플문제 (Q19-Q24):

질문 # 19

Error 400 by Notification service means the channel has been idle for 24 hours.

- A. False
- B. True

정답: B

설명:

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.

질문 # 20

Which of the following attributes ensure that the interactions are routed to the most qualified agent? (Choose two.)

- A. Knowledge levels
- B. Languages
- C. Skills
- D. Medians
- E. Index Ratings

정답: B

설명:

Genesys Cloud CX uses attributes like agent language proficiency and defined skills (e.g., product knowledge, technical expertise) to route interactions to the most qualified agent, ensuring better customer service outcomes.

질문 # 21

You can combine Genesys Cloud CX Voice and BYOC Cloud to get the benefits of both cloud telephony connection options.

- A. False

- B. True

정답: B

설명:

You can combine Genesys Cloud CX Voice and BYOC Cloud to leverage the benefits of both cloud telephony connection options. This hybrid approach allows organizations to utilize Genesys' fully managed telephony service while maintaining relationships with existing carriers.

질문 # 22

For updating a user in Genesys Cloud CX which HTTP method must be used?

- A. DELETE
- B. PATCH
- C. POST
- D. TRACE

정답: B

설명:

In Genesys Cloud CX, the PATCH HTTP method is used to update an existing user's information. This method allows partial updates, meaning you can modify specific user attributes without affecting the rest of the user data.

질문 # 23

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 assigned to subscribers and telephony endpoints.
- D. Numbering plan can be added or modified based on the organizational requirements

정답: A

설명:

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.

질문 # 24

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인재도 많고 경쟁도 많은 이 사회에, 업계인재들은 인기가 아주 많습니다. 하지만 팽팽한 경쟁률도 무시할 수 없습니다. 많은 Genesys인재들도 어려운 인증시험을 패스하여 자기만의 자리를 지키고 있습니다. 우리PassTIP에서는 마침 전문적으로 이러한 Genesys인사들에게 편리하게 시험을 GCX-GCD패스할수 있도록 유용한 자료들을 제공하고 있습니다.

GCX-GCD시험패스 : <https://www.passtip.net/GCX-GCD-pass-exam.html>

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참고: PassTIP에서 Google Drive로 공유하는 무료, 최신 GCX-GCD 시험 문제집이 있습니다:

https://drive.google.com/open?id=1MM4lA6afv57ldoh_Lu9dDQC1JYKxseu