

GCX-GCD Prüfungsguide: Genesys Cloud CX: Developer Certification & GCX-GCD echter Test & GCX-GCD sicherlich-zu-bestehen



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Genesys GCX-GCD Prüfungsplan:

Thema	Einzelheiten
Thema 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.
Thema 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.
Thema 3	• 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.
Thema 4	• 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.

Thema 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.
Thema 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.
Thema 7	• 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.

>> GCX-GCD Schulungsunterlagen <<

Genesys GCX-GCD Prüfungs, GCX-GCD Zertifikatsdemo

It-Prüfung bietet Ihnen die neuesten Schulungsunterlagen zur Genesys GCX-GCD Zertifizierungsprüfung. Die fleißigen IT-Experten von It-Prüfung aktualisieren ständig Schulungsunterlagen durch ihre eigene Kompetenz und Erfahrung, so dass die IT-Fachleute die Prüfung mühelos bestehen können. Das Genesys GCX-GCD Zertifikat stellt eine immer wichtigere Stelle in der IT-Branche dar. Und immer mehr Leute haben sich an dieser Prüfung beteiligt. Und viele davon benutzen unsere Produkte von It-Prüfung und haben die Genesys GCX-GCD Zertifizierungsprüfung bestanden. Die Feedbacks von diesen Leuten haben bewiesen, dass unsere Produkte von It-Prüfung eher zuverlässig sind.

Genesys Cloud CX: Developer Certification GCX-GCD Prüfungsfragen mit Lösungen (Q34-Q39):

34. Frage

Which identifier do you need to provide in the missing section to use the following GET method?

`https://api.{{environment}}/api/v2/flows/{_____}`

- A. scheduleGroupId
- B. ivrId
- C. promptId
- D. flowId

Antwort: D

Begründung:

In the Genesys Cloud CX API, when using the GET method to retrieve details for a specific flow, the identifier you need to provide is flowId, which uniquely identifies the flow within the system.

35. Frage

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

Antwort: A

Begründung:

When making the initial GET request to `https://api/v2/conversations/{conversationId}/recordings`, if the recording is not yet available (e.g., it's still being transcoded), the API responds with a 202 Accepted 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.

36. Frage

Which Genesys Cloud CX feature helps reduce wait time for each call?

- A. Skill-based Routing
- B. Workforce Management
- C. IVR
- **D. Automatic Call Distribution**

Antwort: D

Begründung:

Automatic Call Distribution (ACD) reduces wait time by efficiently routing incoming calls to the next available and most appropriate agent, minimizing idle time and ensuring quicker response for each customer.

37. Frage

To assign a Prompt resource using the API, you must have the _____ permission assigned.

- **A. Architect > UserPrompt > Edit**
- B. Architect > DatahaseTable > Add
- C. Architect > UserPrompt > View
- D. Architect > UI > View
- E. Architect > UserPrompt > Add

Antwort: A

Begründung:

To assign a Prompt resource using the Genesys Cloud CX API, the Architect > UserPrompt > Edit permission is required. This permission allows users to modify existing user prompts, including assigning resources to them. Without this permission, attempts to assign a prompt resource via the API will be unsuccessful.

38. Frage

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

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

Antwort: B,C

Begründung:

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.

39. Frage

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Ea ist Traum der Angestellten, sich in der IT-Branche engagieren zu können, die Genesys GCX-GCD Zertifizierungsprüfung zu bestehen. Wenn Sie Ihren Traum verwirklichen wollen, brauchen Sie nur fachliche Ausbildung zu wählen. It-Pruefung ist eine fachliche Website, die Schulungsunterlagen zur Genesys GCX-GCD Zertifizierung bietet. Wählen Sie It-Pruefung. Und wir versprechen, dass Sie den Erfolg erlangen und Ihren Traum verwirklichen , egal welches hohes Ziel Sie anstreben, können.

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