

# GCX-GCD最新題庫 & GCX-GCD考題套裝



順便提一下，可以從雲存儲中下載NewDumps GCX-GCD考試題庫的完整版：[https://drive.google.com/open?id=1\\_ePeCmPzKTrRVSC38Bs1IBcFP71PHoo](https://drive.google.com/open?id=1_ePeCmPzKTrRVSC38Bs1IBcFP71PHoo)

學歷不等於實力，更不等於能力，學歷只是代表你有這個學習經歷而已，而真正的能力是在實踐中鍛煉出來的，與學歷並沒有必然聯繫。不要覺得自己能力不行，更不要懷疑自己，當你選擇了Genesys的GCX-GCD考試認證，就要努力通過，如果你擔心考不過，你可以選擇NewDumps Genesys的GCX-GCD考試培訓資料，不管你學歷有多高，你能力有多低，你都可以很容易的理解這個培訓資料的內容，並且可以順利的通過考試認證。

眾所周知，GCX-GCD認證在IT認證中有很大的影響力，近年來，該認證已經成為許多成功IT公司的“進門”標準。想快速通過認證考試，可以選擇我們的Genesys GCX-GCD考古題。選擇我們NewDumps網站，您不僅可以通過熱門的GCX-GCD考試，而且還可以享受我們提供的一年免費更新服務。擁有Genesys GCX-GCD認證可以幫助在IT領域找工作的人獲得更好的就業機會，也將會為成功的IT事業做好鋪墊。

>> GCX-GCD最新題庫 <<

## 最真實的GCX-GCD認證考試的學習資料

對於 Genesys 的 GCX-GCD 考試一般都需要花費大量的時間和精力來復習備考，那怎麼辦？可以嘗試用 NewDumps 網站的 GCX-GCD 最新題庫學習資料，它能讓你瞭解更多有關考試的資訊，有效掌握考試知識點。GCX-GCD 考古題是考試知識點的完美組合，覆蓋率高。只要使用本站的題庫學習資料參加 GCX-GCD 考試，將有效的提高你的學習效率，降低考試成本。

## Genesys GCX-GCD 考試大綱：

主題	簡介

主題 1	<ul style="list-style-type: none"> <li>• <b>Manage Roles, Supervisor Tools, and Divisions:</b> 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.</li> </ul>
主題 2	<ul style="list-style-type: none"> <li>• <b>Configure the features of Genesys Cloud CX Collaborate and Communicate:</b> 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.</li> </ul>
主題 3	<ul style="list-style-type: none"> <li>• <b>Understand Genesys Cloud CX Architect, Scripting, QM, and WFM:</b> 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.</li> </ul>
主題 4	<ul style="list-style-type: none"> <li>• <b>Understand API utilization:</b> 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.</li> </ul>
主題 5	<ul style="list-style-type: none"> <li>• <b>Understand the Genesys Cloud CX Platform:</b> 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.</li> </ul>

## 最新的 Genesys Cloud CX GCX-GCD 免費考試真題 (Q39-Q44):

### 問題 #39

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

- A. False
- **B. True**

答案: **B**

#### 解題說明:

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.

### 問題 #40

You can compare API version changes using the versioning page.

- A. False
- **B. True**

答案: **B**

#### 解題說明:

Genesys Cloud CX provides a versioning page that allows developers to compare changes between different API versions. This tool helps in understanding updates, deprecations, and modifications across API versions, facilitating smoother transitions and integrations.

**問題 #41**

Only the API calls made using your organization's OAuth Clients are considered for billing.

- A. True
- B. False

**答案: B**

解題說明:

Genesys Cloud CX includes in its billing calculations all API calls made using your organization's OAuth clients, as well as those from custom or third-party applications, integrations, and solutions, including AppFoundry apps. However, API requests made by Genesys Cloud's own browser, web, and mobile applications, as well as certain embedded clients like Genesys Cloud for Chrome, Genesys Cloud for Firefox, Genesys Cloud for Salesforce, and Genesys Cloud for Zendesk, are not included in the API usage data for billing purposes. This distinction ensures that only external API usage contributes to billing calculations.

**問題 #42**

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

答案： C

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



id=1\_ePeCmPztKTrRVSC38Bs1IBcFP71PHoo