

# 新版GCX-GCD題庫上線 & GCX-GCD學習筆記



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## Genesys GCX-GCD 考試大綱：

| 主題   | 簡介                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 主題 1 | <ul style="list-style-type: none"><li>• 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.</li></ul>            |
| 主題 2 | <ul style="list-style-type: none"><li>• 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.</li></ul>                                                |
| 主題 3 | <ul style="list-style-type: none"><li>• 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.</li></ul> |

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|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 主題 4 | <ul style="list-style-type: none"> <li>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.</li> </ul>                                                                                              |
| 主題 5 | <ul style="list-style-type: none"> <li>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.</li> </ul>                                                                                                                       |
| 主題 6 | <ul style="list-style-type: none"> <li>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.</li> </ul>        |
| 主題 7 | <ul style="list-style-type: none"> <li>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.</li> </ul> |

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## GCX-GCD學習筆記，GCX-GCD認證資料

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## 最新的 Genesys Cloud CX GCX-GCD 免費考試真題 (Q32-Q37):

### 問題 #32

What type of Analytics API query would you use to determine how many interactions are ongoing/waiting right now as well as which agents are available?

- A. Flow Aggregates query
- B. Conversation Detail Record query
- C. Queue Observations query
- D. Conversation Aggregates query

答案：C

解題說明：

The Queue Observations query in Genesys Cloud CX provides real-time metrics such as the number of interactions currently ongoing or waiting in a queue and the number of agents available, making it ideal for live queue monitoring.

### 問題 #33

You can compare API version changes using the versioning page.

- A. True
- B. False

答案：A

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 #34

The Utilization feature of Genesys Cloud CX allows administrators to configure: (Choose two.)

- A. Media types that can interrupt current interactions that an agent is handling.
- B. The maximum capacity that an agent may handle simultaneously for each supported media type.
- C. The after call work time for each media type.
- D. Time that an agent may spend on each media type.

答案: A,B

解題說明:

The Utilization feature in Genesys Cloud CX allows administrators to configure the maximum number of concurrent interactions an agent can handle for each media type (e.g., voice, chat, email). This ensures that agents are not overloaded and can manage their tasks effectively.

Administrators can also define which media types are allowed to interrupt agents who are currently handling other interactions. For example, you can configure settings so that an incoming voice call can interrupt an agent handling a chat session, ensuring that high-priority interactions are addressed promptly.

Reference:<https://help.mypurecloud.com/articles/configure-utilization-at-the-org-level/>

#### 問題 #35

What is the timeout period for reconnecting the chat session?

- A. Five Minutes
- B. Two minutes
- C. Four Minutes
- D. Three Minutes

答案: B

解題說明:

In Genesys Cloud CX, if a WebSocket connection for a chat session is lost, the system allows a two-minute window for reconnection. If the client does not reconnect within this period, the chat session is considered terminated.

#### 問題 #36

To get the recordingId for a conversation, which information should be included in the missing section of the URL.

[https://api/v2/conversations/{\\_\\_\\_\\_\\_}/recordings](https://api/v2/conversations/{_____}/recordings)

- A. ivrId
- B. RecordingId
- C. DBID
- D. Conversation

答案: D

解題說明:

<https://api/v2/conversations/{conversationId}/recordings>. You need to include the Conversation ID, not a recording ID or database ID, to retrieve the associated recordings for that specific conversation.

#### 問題 #37

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