

GCX-GCD최신인증시험 - GCX-GCD공부자료



BONUS!!! Pass4Test GCX-GCD 시험 문제집 전체 버전을 무료로 다운로드하세요: <https://drive.google.com/open?id=1UbaEK0pDM8jRkQfqELgRsrNAnDjlzUhK>

Pass4Test에서 제공해드리는 IT인증시험대비 덤프를 사용해보신적이 있으신지요? 만약에 다른 과목을 사용해보신 분이라면 Genesys GCX-GCD덤프도 바로 구매할 것입니다. 첫번째 구매에서 패스하셨다면 덤프에 신뢰가 있을 것이고 불합격받으셨다하더라도 바로 환불해드리는 약속을 지켜드렸기때문입니다. 처음으로 저희 사이트에 오신 분이라면 Genesys GCX-GCD덤프로 첫구매에 도전해보지 않으실래요? 저희 덤프로 쉬운 자격증 취득이 가능할 것입니다.

IT업계에 종사하는 분들은 치열한 경쟁을 많이 느낄것입니다. 치열한 경쟁속에서 자신의 위치를 보장하는 길은 더 많이 배우고 더 많이 노력하는것 뿐입니다. 국제적으로 인정받은 IT인증자격증을 취득하는것이 제일 중요한 부분이 아닌가 싶기도 합니다. 다른 분이 없는 자격증을 내가 소유하고 있다는 생각만 해도 뭔가 안전감이 느껴지지 않나요? 더는 시간낭비하지 말고 Pass4Test의 Genesys인증 GCX-GCD덤프로 Genesys인증 GCX-GCD시험에 도전해보세요.

>> GCX-GCD최신 인증시험 <<

GCX-GCD공부자료 - GCX-GCD덤프최신자료

Pass4Test의 Genesys인증 GCX-GCD덤프를 공부하여 Genesys인증 GCX-GCD시험을 패스하는건 아주 간단한 일입니다. 저희 사이트에서 제작한 Genesys인증 GCX-GCD덤프공부가이드는 실제시험의 모든 유형과 범위가 커버되어있어 높은 적중율을 자랑합니다. 시험에서 불합격시 덤프비용은 환불신청 가능하기에 안심하고 시험준비하시면 됩니다.

Genesys GCX-GCD 시험요강:

주제	소개
주제 1	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 2	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 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.
주제 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.
주제 5	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.
주제 6	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.

최신 Genesys Cloud CX GCX-GCD 무료샘플문제 (Q56-Q61):

질문 # 56

Which of the following are commonly used in Voice over IP (VoIP) or internet communication systems?

- A. Gateway
- B. SIP
- C. WebRTC
- D. Outbound Proxy

정답: B,C

설명:

SIP (Session Initiation Protocol) Trunks: These are used to connect the Genesys Cloud CX platform to external telephony systems, such as carriers or on-premises equipment, facilitating voice communication over IP networks.

WebRTC Trunks: These are utilized for WebRTC-based communications, enabling real-time voice and video interactions directly through web browsers without the need for additional plugins or software.

Reference: <https://help.mypurecloud.com/video/create-a-sip-phone-trunk-2/>

질문 # 57

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

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

정답: A

설명:

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.

질문 # 58

The application requesting to create a new user does not need a specific scope.

- A. True
- B. False

정답: B

설명:

In Genesys Cloud CX, an application requesting to create a new user must have the appropriate scope (e.g., user:admin or user:create) granted. This scope ensures that the application has the necessary permissions to perform user creation actions.

질문 # 59

Currently, you manage all agents' schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue. You would like to manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

- A. Genesys Cloud CX Architect
- B. Genesys Cloud CX API
- C. Genesys Cloud CX Workforce Management
- D. Genesys Cloud CX Reporting and Analytics

정답: C

설명:

Workforce Management in Genesys Cloud CX automates agent scheduling, including work shifts, breaks, meetings, and time off, replacing manual spreadsheet processes and improving efficiency and accuracy.

질문 # 60

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. flowId
- C. ivrId
- D. promptId

정답: B

설명:

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.

질문 # 61

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IT인증시험을 쉽게 취득하는 지름길은 Pass4Test에 있습니다. Pass4Test의 Genesys인증 GCX-GCD덤프로 시험준비를 시작하면 성공에 가까워집니다. Genesys인증 GCX-GCD덤프는 최신 시험문제 출제방향에 대비하여 제작된 예상문제와 기출문제의 모음자료입니다. Genesys인증 GCX-GCD덤프는 시험을 통과한 IT업계종사자분들이 검증해주신 세련된 공부자료입니다. Pass4Test의 Genesys인증 GCX-GCD덤프를 공부하여 자격증을 따시다.

GCX-GCD공부자료 : <https://www.pass4test.net/GCX-GCD.html>

- GCX-GCD퍼펙트 덤프 최신자료 □ GCX-GCD시험문제집 ⇨ GCX-GCD최고품질 덤프문제보기 □ 무료 다운로드를 위해 지금 > kr.fast2test.com □에서 ⇨ GCX-GCD 검색 GCX-GCD최고품질 인증시험 기출문제

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