

GCX-GCD考試大綱 & GCX-GCD熱門題庫



2026 KaoGuTi最新的GCX-GCD PDF版考試題庫和GCX-GCD考試問題和答案免費分享：https://drive.google.com/open?id=1qvYc_h1-QjJu2I9pbVQeyozTTw7CFgEU

作好充分的 GCX-GCD 考試準備，對考生取得 Genesys 的證照很有幫助。在評估新的候選人或考量現有人員的專業能力時，雇主認同 GCX-GCD 認證的價值。這些認證提供了要在您的職涯中出類拔萃所需的認可，並且提供雇主驗證您的技能。KaoGuTi GCX-GCD 考試測試引擎試用，讓您可以模擬真實的考試情景，可以快速讓您掌握並應用。保證考生一次性通過考試！

KaoGuTi就是一個能使Genesys GCX-GCD認證考試的通過率提高的一個網站。KaoGuTi的資深IT專家在不斷研究出各種成功通過Genesys GCX-GCD認證考試的方案，他們的研究成果可以100%保證一次性通過Genesys GCX-GCD 認證考試。。KaoGuTi提供的培訓工具是很有效的，有很多已經通過了一些IT認證考試的人就是用了KaoGuTi提供的練習題和答案，其中也有通過Genesys GCX-GCD認證考試，他們也是利用的KaoGuTi提供的便利。選擇KaoGuTi就選擇了成功。

>> GCX-GCD考試大綱 <<

GCX-GCD熱門題庫 - GCX-GCD考題套裝

为了能够高效率地准备GCX-GCD认证考试，你知道什么工具是值得使用的吗？我来告诉你吧。KaoGuTi的GCX-GCD考古题是最可信的资料。这个考古题是IT业界的精英们研究出来的，是一个难得的练习资料。這個考古題的命中率很高，合格率可以達到100%。這是因為IT專家們可以很好地抓住考試的出題點，從而將真實考試時可能出現的所有題都包括到資料裏了。覺得不可思議嗎？但是這是真的。用過之後你就會知道。

Genesys GCX-GCD 考試大綱：

主題	簡介
主題 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.
主題 2	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.

主題 3	• 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.
主題 4	• 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.
主題 5	• 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.

最新的 Genesys Cloud CX GCX-GCD 免費考試真題 (Q24-Q29):

問題 #24

Which of the following containers is used to create a new campaign?

- A. Schedules
- C Campaign Dashboard
- B. Scripts
- C. Campaign Management

答案: C

解題說明:

The Campaign Management container in Genesys Cloud CX is used to create, configure, and manage outbound campaigns, including setting up dialing modes, contact lists, and other campaign-related settings.

問題 #25

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

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

答案: C,D

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 #26

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

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

答案: A,B

解題說明：

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.

問題 #27

How do you represent your organization when you contact the Genesys Cloud CX support team?

- A. Organization ID
- B. Agent Name
- C. Company Name
- D. ID

答案： A

解題說明：

When contacting the Genesys Cloud CX support team, you represent your organization using the Organization ID, which uniquely identifies your Genesys Cloud instance and helps support quickly access your account details.

問題 #28

What do a Service Level of 80 and a Service Level Target of 20 for Voice interactions mean?

- A. 80% of calls must be answered within 20 seconds.
- B. 20 chats and calls must be answered in 80 seconds.
- C. 20 chats and calls must be answered in 80 seconds.
- D. 80 calls must be answered every 20 seconds.

答案： A

解題說明：

In Genesys Cloud CX, a Service Level of 80 with a Service Level Target of 20 seconds means the goal is to answer 80% of incoming voice interactions within 20 seconds, aligning with common contact center performance standards.

問題 #29

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還在為不知道怎麼通過的GCX-GCD認證考試而煩惱嗎？現在終於不用擔心這個問題啦。KaoGuTi多年致力於GCX-GCD認證考試的研究，有著豐富的經驗，強大的考古題，幫助你高效率的通過考試。能否成功通過一項考試，並不在於你看了多少東西，而在於你是否找對了方法，KaoGuTi就是你通過GCX-GCD認證考試的正確方法！

GCX-GCD熱門題庫：https://www.kaoguti.com/GCX-GCD_exam-pdf.html

- 最新更新的GCX-GCD考試大綱 & 經過驗證合格的Genesys認證培訓 - 完美的Genesys Genesys Cloud CX: Developer Certification ☐ 立即打開▶ [tw.fast2test.com](https://www.fast2test.com) ◀並搜索「GCX-GCD」以獲取免費下載GCX-GCD學習指南
- GCX-GCD更新 ☐ GCX-GCD證照 ☐ GCX-GCD學習指南 ☐ ✓ www.newdumpsdf.com ☐ ✓ ☐ 上的▶ GCX-GCD ☐ 免費下載只需搜尋GCX-GCD最新試題
- 免費獲得最新的GCX-GCD考試題庫試題和答案 - 是最新和最完整的Genesys Cloud CX: Developer Certification - GCX-GCD題庫資料 ☐ 在 ☐ www.newdumpsdf.com ☐ 上搜索▶ GCX-GCD ☐ 並獲取免費下載GCX-GCD證照資訊
- 最新版的GCX-GCD考試大綱，免費下載GCX-GCD考試資料得到妳想要的Genesys證書 ☐ 免費下載▶ GCX-GCD ◀只需在▶ www.newdumpsdf.com ☐ 上搜索GCX-GCD證照
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- 最新版的GCX-GCD考試大綱，免費下載GCX-GCD考試資料得到妳想要的Genesys證書 ☐ 在 ☐

[illegible]

P.S. KaoGuTi在Google Drive上分享了免費的、最新的GCX-GCD考試題庫：https://drive.google.com/open?id=1qvYc_h1-QjJu2I9pbVQeyozTTw7CFgEU