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Genesys GCX-GCD 考試大綱：

主題	簡介
主題 1	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 2	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.
主題 3	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.
主題 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.

利用GCX-GCD題庫更新資訊 - 擺脫Genesys Cloud CX: Developer Certification考試困擾

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最新的 Genesys Cloud CX GCX-GCD 免費考試真題 (Q20-Q25):

問題 #20

The purpose of the Genesys Cloud CX API Change Management Policy is to articulate the agreement between our customers, partners, and the Genesys Cloud CX development team regarding API management and notification changes. Choose all the Genesys Cloud CX API Change Types applicable to this scenario. (Choose four.)

- A. Non-Breaking
- B. New feature
- C. Emergency
- D. Breaking
- E. Deprecations
- F. Minor Bugs

答案: A,B,D,E

解題說明:

The Genesys Cloud CX API Change Management Policy categorizes changes as Breaking, Non-Breaking, New Feature, and Deprecations to define how changes are introduced and communicated. These types help manage expectations around compatibility, feature rollout, and transition periods for customers and partners.

問題 #21

Which ACD routing method routes an interaction to the next available agent?

- A. Standard ACD
- B. BullseyeACD
- C. Disregard Skills. Next Agent
- D. Preferred Agent

答案: A

解題說明:

The StandardACD routing method in Genesys Cloud CX routes interactions to the next available agent based on queue configuration, without modifying routing logic or preferences like skills or agent affinity. It ensures straightforward, availability-based distribution.

問題 #22

As the Genesys Cloud CX product grows, additions are made to the API to support new features in the form of new resources, new HTTP methods for existing resources, and so on.

When breaking changes are necessary, they are deferred to the next major revision of the API, whenever possible.

- A. True
- B. False

答案: A

解題說明:

Genesys Cloud CX aims to minimize breaking changes to maintain backward compatibility for its users.

When breaking changes are necessary, they are typically deferred until the next major revision of the API, ensuring a smoother transition for developers and users.

問題 #23

Which description best describes the goal of the following Analytics Request Body POST to /api/v2/analytics/conversations/details/query?

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

答案： D

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 order based on the conversation start time.

問題 #24

What level of permissions does a user require to view the organization settings?

- A. Admin
- B. All of the above
- C. Supervisor
- D. Agent

答案： A

解題說明：

In Genesys Cloud CX, users require administrative privileges to access and manage organization settings.

This access is typically granted through the Admin role, which provides the necessary permissions to view and modify organization-wide configurations. Agent and Supervisor roles do not inherently possess these permissions.

問題 #25

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