Genesys GCX-GCD인증덤프데모문제 & GCX-GCD시험유형

그 외, Itexamdump GCX-GCD 시험 문제집 일부가 지금은 무료입니다: https://drive.google.com/open?
id=1UDP8OjwdxpMTAxVxP9ZJAi59TM37K_gv

한번에Genesys인증GCX-GCD시험을 패스하고 싶으시다면 완전 페펙트한 준비가 필요합니다. 완벽한 관련 지식터
득은 물론입니다. 우리Itexamdump의 자료들은 여러분의 이런 시험준비에 많은 도움이 될 것입니다.

Genesys GCX-GCD 시험요강:

주제	소개
주제 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.
주제 2	• 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.
주제 3	• 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 4	• 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.
주제 5	• 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.

>> Genesys GCX-GCD인증덤프데모문제 <<

Genesys GCX-GCD덤프가 고객님께 드리는 약속 Genesys Cloud CX: Developer Certification

Genesys인증 GCX-GCD시험은 IT인증시험중 가장 인기있는 시험입니다. Genesys인증 GCX-GCD시험패스는 모든 IT 인사들의 로망입니다. Itexamdump의 완벽한 Genesys인증 GCX-GCD덤프로 시험준비하여 고득점으로 자격증을 따 보세요.

최신 Genesys Cloud CX GCX-GCD 무료샘플문제 (Q67-Q72):

질문 # 67
Your contact center wants to track the outcome of calls and chats.
What can be configured within Genesys Cloud CX to provide this functionality?

- A. Wrap-up Codes
- B. Resolution Codes
- C. Status
- D. Account Codes

정답：A

설명：
Wrap-up Codes in Genesys Cloud CX are used by agents to categorize the outcome of calls and chats after an interaction ends, enabling detailed tracking and reporting of customer interactions.

질문 # 68
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. Time that an agent may spend on each media type.
- D. The after call work time for each media type.

정답：A,B

설명：
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/

질문 # 69
Genesys provides a set of developer tools to test and fine-tune your requests to access Genesys Cloud CX APIs.
Select all the developer tools in the following list. (Choose three.)

- A. API Explorer
- B. Archy
- C. Notifications
- D. Reports

정답：A,B,C

설명：
API Explorer: This tool allows developers to interactively explore and test Genesys Cloud CX APIs, facilitating the development and debugging of API requests.
Notifications: This feature enables developers to subscribe to event notifications from Genesys Cloud CX, allowing real-time monitoring and response to system events.
Archy: A command-line tool provided by Genesys for managing and deploying Architect flows, aiding developers in automating flow deployment processes.

질문 # 70

Your company has just acquired a new building, and you have to add this new location to Genesys Cloud CX.
What are the prerequisites to perform this task? (Choose two.)

- A. You must collect general information such as building address number of floors, location contact information, etc.
- B. You must have Admin rights to Genesys Cloud CX.
- C. You must have the basic profile data for all users at the new location.
- D. You must know the exact coordinates of the new building.
- E. You must have images of all the users located at the new location.

정답：A,B

설명：

To add a new location in Genesys Cloud CX, you need administrative privileges and must gather general location details such as address and contact information. These are required for properly setting up and managing the new site within the platform.

질문 # 71

Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

- A. Opera
- B. Internet Explorer
- C. Safari
- D. Chrome
- E. Firefox

정답：D,E

설명：

Genesys Cloud CX offers full support for the current and immediately preceding major releases of both Firefox and Chrome browsers. While Safari is supported, it has limited functionality, lacking support for features like video chat, screen sharing, and the Genesys Cloud WebRTC phone. Internet Explorer and Opera are not supported browsers for Genesys Cloud CX.

질문 # 72

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GCD자격증참고서

- 100% 합격보장 가능한 GCX-GCD인증덤프데모문제 인증덤프 □ { www.itdumpskr.com }의 무료 다운로드「GCX-GCD」페이지가 지금 열립니다GCX-GCD시험패스 가능한 공부문제
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