

Genesys GCX-GCD Testfagen & GCX-GCD Lernhilfe



Wenn Sie sich sehr müde um die Vorbereitung der GCX-GCD Prüfungen bemühen, wissen Sie, was die anderen Kandidaten machen? Warum sind sie sehr Selbstbewusst und sorglos, während Sie sich um die Prüfungen sorgen? Ist Ihre Lernfähigkeit nicht so gut wie sie? Natürlich nicht. Wollen Sie wissen, warum andere sehr leicht Genesys GCX-GCD Prüfung ablegen? Weil Sie Genesys GCX-GCD Dumps von PrüfungFrage benutzen. Beim Lernen der Prüfungsfragen können Sie sehr einfach diese Prüfung bestehen. Glauben Sie nicht? Probieren Sie bitte mal. Sie können die Demo benutzen, um die Qualität der Zertifizierungsunterlagen selbst kennenzulernen. Bitte klicken Sie PrüfungFrage Website.

Genesys GCX-GCD Prüfungsplan:

Thema	Einzelheiten
Thema 1	• 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.
Thema 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.
Thema 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.

Thema 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.
Thema 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.
Thema 6	• 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.
Thema 7	• 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.
Thema 8	• 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.

>> Genesys GCX-GCD Testfragen <<

Die seit kurzem aktuellsten Genesys GCX-GCD Prüfungsinformationen, 100% Garantie für Ihren Erfolg in der Prüfungen!

In der heutigen wettbewerbsorientierten IT-Branche hat man viele Vorteile, wenn man die Genesys GCX-GCD Zertifizierungsprüfung besteht. Mit einem Genesys GCX-GCD Zertifikat kann man ein hohes Gehalt erhalten. Menschen, die Genesys GCX-GCD Zertifikat erhalten, haben oft viel höheres Gehalt als Kollegen ohne Genesys GCX-GCD Zertifikat. Jedoch ist es nicht sehr einfach, die Genesys GCX-GCD Zertifizierungsprüfung zu bestehen. So hilft PrüfungFrage Ihnen, Ihr Gehalt zu erhöhen.

Genesys Cloud CX: Developer Certification GCX-GCD Prüfungsfragen mit Lösungen (Q19-Q24):

19. Frage

A queue is an object in Genesys Cloud CX that contains a group of agents with similar skills.

- A. False
- B. True

Antwort: B

Begründung:

In Genesys Cloud CX, a queue is an object that holds a group of agents who typically share similar skills or responsibilities. It is used for routing interactions to the most appropriate available agent within that group.

20. Frage

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

- A. True
- B. False

Antwort: B

Begründung:

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

21. Frage

The _____ perspective is a ledger-type event stream over some time interval with time stamps for every event that occurred during the period.

- A. Instantaneous Observation
- B. Aggregate Metrics
- C. Detail Records
- D. Aggregate Records

Antwort: C

Begründung:

The Detail Records perspective in Genesys Cloud CX represents a ledger-type event stream that includes time- stamped records for every interaction event over a given time interval, offering granular insight into each step of the interaction.

22. Frage

If a WebSocket gets closed due to any issue, the events sent by Genesys Cloud CX are automatically queued and sent once the WebSocket is open again.

- A. True
- B. False

Antwort: B

Begründung:

In Genesys Cloud CX, if a WebSocket connection is closed due to any issue, events are not automatically queued and sent once the WebSocket is reopened. Instead, the client is responsible for detecting the disconnection and re-establishing the connection. Upon reconnection, the client must resubscribe to the necessary topics to continue receiving events. Any events that occurred during the downtime are not automatically resent; therefore, implementing a robust reconnection and resubscription strategy is crucial to ensure no critical events are missed.

23. Frage

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. False
- B. True

Antwort: B

Begründung:

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.

24. Frage

PrüfungFrage ist eine Website, die den Traum vielen IT-Fachleuten erfüllen kann. Wenn Sie einen IT-Traum haben, dann wählen Sie doch PrüfungFrage. Die Fragenkataloge zur Genesys GCX-GCD Zertifizierungsprüfung von PrüfungFrage sind von vielen IT-Fachleuten begehrt, die Ihnen helfen, die GCX-GCD Zertifizierung zu bestehen und im Berufsleben befördert zu werden.

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