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Exam : **GCX-GCD**

Title : Genesys Cloud CX:
Developer Certification

Version : DEMO

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

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

Answer: B,C

2. Which Genesys Cloud CX feature helps reduce wait time for each call?

- A. Automatic Call Distribution
- B. Workforce Management
- C. Skill-based Routing
- D. IVR

Answer: A

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

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

Answer: B

4. A user who is freshly added to Genesys Cloud CX realizes that there is no phone call icon on the left pane, preventing the user from making or receiving calls.

What is the most likely reason for this?

- A. The user may have deleted the icon.
- B. The user is not assigned the appropriate role.
- C. The user's phone is unplugged.
- D. The Phone number is being used by a different user.

Answer: B

5. Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent.

- A. True
- B. False

Answer: A