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QUESTION 1

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

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

Correct Answer: D

QUESTION 2

If you want all your Edges in an Edge group to use the same WebRTC phone trunk, where should you configure that?

- A. In the Edges configuration Network Interfaces tab, select Use the following trunks under the Phone Trunks section.
- B. In the Edges configuration Network Interfaces tab, select Use the following trunks under the External Trunks section.
- C. In the Edge Groups configuration Network Interfaces tab, select Inherit from Edge Group under the Phone Trunks section
- D. In the Edges configuration Network Interfaces tab, under the Phone Trunks section, select Inherit from Edge Group and then select WebRTC phone trunk for the respective Edge group.

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/create-edge-group-phone-trunk/>

QUESTION 3

Where can you add the preconfigured settings of the phones?

- A. Admin > Telephony > Phone Management > Calls
- B. Admin > Telephony > Phone Management > Phones
- C. Admin > Telephony > Phone Management > Base Settings

Correct Answer: A

QUESTION 4

Choose the types of available Phone Trunks in Genesys Cloud. (Choose two.)

- A. Gateway

- B. SIP
- C. Outbound Proxy
- D. WebRTC

Correct Answer: BD

Reference: <https://help.mypurecloud.com/articles/about-trunks/#:~:text=There%20are%20two%20types%20of,Genesys%20Cloud%3A%20SIP%20and%20WebRTC.>

QUESTION 5

What role is needed for a user who is responsible for the deployment and installation of the Genesys Cloud organization?

- A. Supervisor
- B. admin
- C. employee
- D. User

Correct Answer: A

QUESTION 6

You want each group to have a place where they can upload, organize, and share documents and files. Which setting would you click to configure this behavior?

- A. Workspaces
- B. People
- C. Queues
- D. Groups

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/about-sharing-files/>

QUESTION 7

Calling Name and Address can be overridden.

- A. True
- B. False

Correct Answer: A

Reference: <https://community.genesys.com/digestviewer29/viewthread?GroupId=19andMessageKey=7adf4f5b-d3a9-4559-b380-41ef347dbd25andCommunityKey=bab95e9c-6bbe4a13-8ade-8ec0faf733d4andtab=digestviewer>

QUESTION 8

Which license offers features for organizations that require multi-channel based support, including social media along with Workforce Management in their contact center?

- A. Genesys Cloud 1
- B. Genesys Cloud 2
- C. Genesys Cloud 3
- D. Genesys Cloud 4

Correct Answer: B

Reference: <https://www.genesys.com/pricing>

QUESTION 9

You want to have a video chat with Jill and Amelia in the Kayak Guides room. You have clicked on the Open video call icon to initiate the video chat. What else must happen next for the video chat to work?

- A. Other participants must also click on the Open video call icon.
- B. All participants must click on the Join button in the video chat view.
- C. All participants, except the initiator, must click on the Join button in the chat view.
- D. Participants automatically placed in the video chat when clicking on the chat room.

Correct Answer: B

QUESTION 10

You must work closely with _____ before completing configurations for external SIP trunks.

- A. Genesys
- B. The Resource Center
- C. Your carrier
- D. Your designated contact

Correct Answer: C

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