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QUESTION 1

What type of trunk would you configure to connect to AudioCodes phones?

- A. WebRTC phone trunk
- B. Phone trunk
- C. External trunk
- D. Network interface trunk

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/configure-the-genesys-cloud-edge-standard-v3/>

QUESTION 2

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 3

Which statements are true regarding the role of Designated Contacts? (Choose three.)

- A. Designated Contacts provide the first level of support for their organization.
- B. Designated Contacts must report any issues to support immediately and let support determine where the issue lies.
- C. Designated Contacts must troubleshoot an issue to the point that they determine that the problem does not lie within their responsibility.
- D. Designated Contacts are the only people within an organization with access to the Resource Center.
- E. Designated Contacts are the only people within the organization who may contact and work with support.

Correct Answer: ADE



QUESTION 4

Which architectural approach is used to develop a single application as a suite of small services?

- A. Monolithic Architecture
- B. Microservices Architecture
- C. Genesys Cloud Salesforce Architecture
- D. Single Core Architecture

Correct Answer: B

Reference: <https://martinfowler.com/articles/microservices.html#:~:text=In%20short%2C%20the%20microservice%20architectural,often%20an%20HTTP%20resource%20API.>

QUESTION 5

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

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