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**QUESTION 1**

What are two methods for creating a conference call in Genesys Cloud?

- A. With multiple active calls, click and drag an unselected call onto the previously selected call details.
- B. Click the Calls icon, expand the Dialpad, then enter the names or phone numbers of the attendees in the search area and click Start Conference.
- C. Click the Conference button in Genesys Cloud's directory then enter the names or phone numbers of the attendees
- D. Have all attendees call you. When all calls are active, click the Start Conference button.

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/make-conference-call/>

QUESTION 2

What additional functionality does Communicate brings to Genesys Cloud?

- A. Knowledge base features, such as FAQs and Communities.
- B. Unified Communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.
- C. Call center features such as ACD and scripting.
- D. Directory capabilities, such as advanced search, profiles, and keyword searching.

Correct Answer: A

QUESTION 3

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 4

Your company has just acquired a new building, and you have been asked to add a new location in Genesys Cloud. What are the prerequisites to check before you add the new location? (Choose two.)



- A. You must know what groups to create for the new location.
- B. You must have images of all the users located at the new location.
- C. You must collect general information that you want displayed for each location, such as: building address, number of floors, location contact information, location images, and floor plan images.
- D. You must have the basic profile data for the users at the new location.
- E. You must have Admin rights for Genesys Cloud

Correct Answer: CE

Reference: <https://help.mypurecloud.com/articles/create-a-new-location/>

QUESTION 5

Where do you add the list of IP or CIDR addresses allowed or denied access to an External or Phone Trunk?

- A. Availability
- B. SIP Access Control
- C. Outbound
- D. Calling

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/configure-sip-access-control/>

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