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QUESTION 1

Select the Access level permission types for workspace membership. (Choose three.)

A. Full Access

B. Partial

C. Read Only

D. Write Only

E. Contributor

F. Collaborator

Correct Answer: ACE

Reference: https://help.mypurecloud.com/articles/access-levels-in-workspaces/

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

What are the operating systems available for Genesys Cloud mobile applications? (Choose two.)

A. Blackberry OS

B. IOS

C. Windows 10 mobile

D. EOS

E. Android

Correct Answer: BE

Reference: https://help.mypurecloud.com/articles/download-mobile-apps-2/

QUESTION 4

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 5

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

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