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QUESTION 1

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 2

What are the ways that you can place a call through Genesys Cloud? (Choose two.)

- A. Use the built-in Dialpad.
- B. Use the Make Call button.
- C. Use the Call History.
- D. Use the .NET Client.

Correct Answer: AC

QUESTION 3

When connecting the Edge appliance to your local area network, which is the best practice to deploy the Edge using two of the standard interfaces - WAN and Port 2?

- A. It should be connected to a different network segment that has access to your company intranet.
- B. It should be connected to a network segment that has outbound access to the public Internet.
- C. It should be connected to the same network segment that the Bridge server is on.

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/single-core-architecture/>

QUESTION 4

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 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

QUESTION 6

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 7

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 8

Which feature is used to share a document of size 1 GB size through chat?

- A. Attach Button
- B. Workspace sharable link
- C. Drag and Drop
- D. Add web links

Correct Answer: B

QUESTION 9

What is the maximum file size that a user can upload into Genesys Cloud Documents?

- A. 10 MB
- B. 100 MB
- C. 2 GB
- D. No Limit

Correct Answer: C

Reference: <https://help.mypurecloud.com/faqs/can-upload/>

QUESTION 10

Which of the following statements are true? (Choose two.)

- A. You can view both protocol and media capture logs.
- B. You cannot view either type of log file.
- C. You can view protocol capture logs but not media capture logs.
- D. Media capture logs can be read only with the support of customer care.

Correct Answer: AD

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