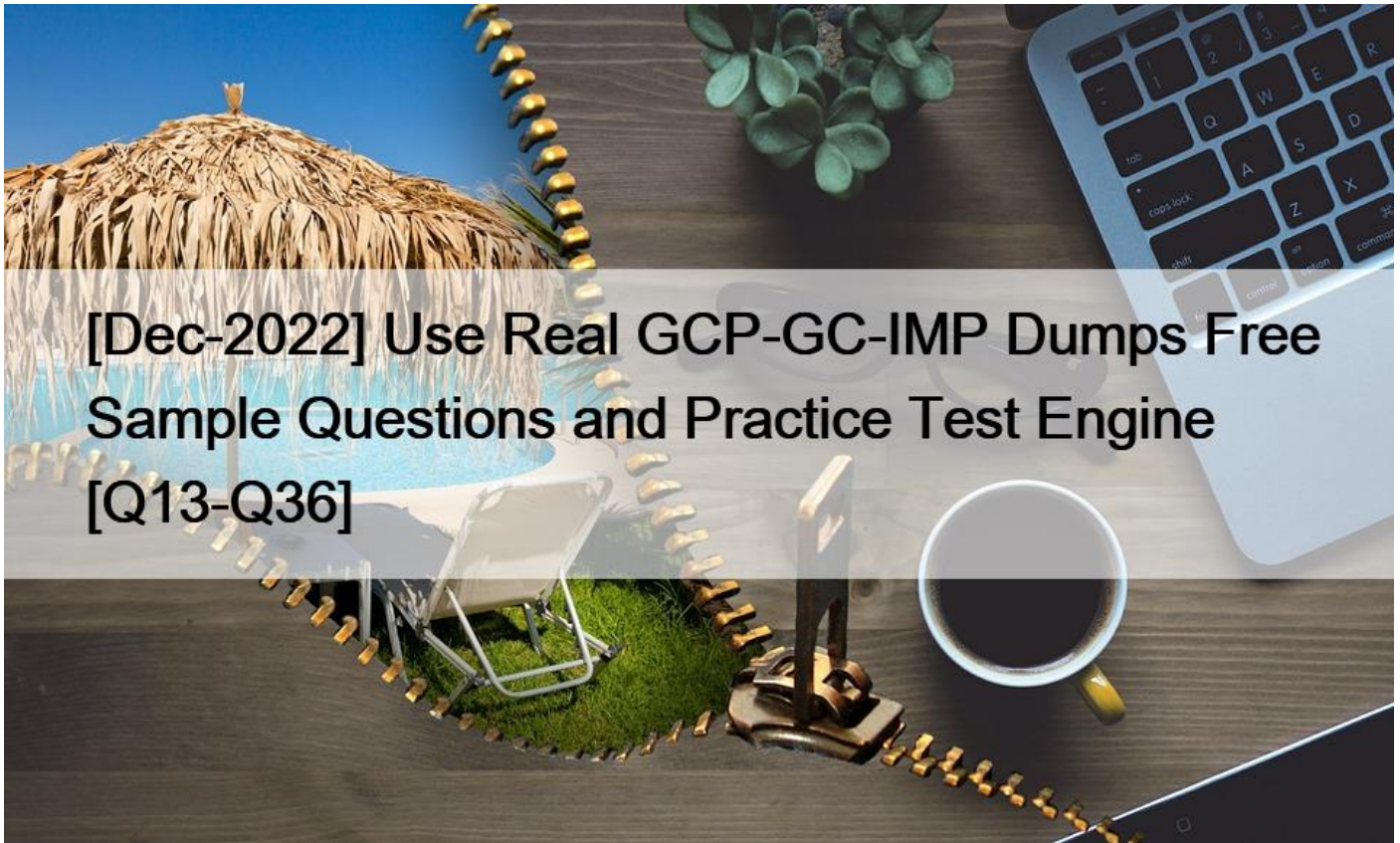


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QUESTION 13

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

- * WebRTC phone trunk
- * Phone trunk
- * External trunk
- * Network interface trunk

QUESTION 14

What Genesys Cloud configuration option provides a way to ensure that phones of a specific make and model are all deployed with the same settings?

- * Managed IP Phones
- * IP Phone Templates
- * Base Settings
- * Default Station configuration

QUESTION 15

You can select multiple files to upload into a workspace in the Documents feature.

- * True
- * False

QUESTION 16

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

- * WebRTC phone trunk
- * Phone trunk
- * External trunk
- * Network interface trunk

QUESTION 17

How many categories of routing are there in a Call Route under the Call Routing page?

- * 5
- * 2
- * 3
- * 4

QUESTION 18

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?

- * Workspaces
- * People
- * Queues
- * Groups

QUESTION 19

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

- * Monolithic Architecture
- * Microservices Architecture
- * Genesys Cloud Salesforce Architecture
- * Single Core Architecture

QUESTION 20

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

- * Supervisor
- * admin
- * employee
- * User

QUESTION 21

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

- * Use the built-in Dialpad.
- * Use the Make Call button.
- * Use the Call History.
- * Use the .NET Client.

QUESTION 22

Profiles can contain various types of information about people in your organization. What is one reason that it is important to have employees complete their profile information?

- * Searches performed in the Genesys Cloud suite use information in the profile to return appropriate results.
- * The education information can be verified against the human resources database.
- * The profile information can be used to keep LinkedIn information updated.
- * When employees have free time, they can review biographies of their peers.

Explanation

Profiles can contain various types of information about people in your organization. What is one reason that it is important to have employees complete their profile information.

QUESTION 23

What type of trunk would you create to connect to an AudioCodes Mediant gateway?

- * External trunk
- * Network interface trunk
- * WebRTC phone trunk
- * SIP phone trunk

QUESTION 24

When you configure to place a call outside the contact center, is it possible for you to assign a default country code?

- * Yes
- * No

QUESTION 25

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

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

QUESTION 26

All of the following are steps that must be completed to configure an Edge appliance. EXCEPT .

- * Create a Site
- * Assign the Edge to a Site
- * Configure a trunk
- * Create an Edge Group
- * Associate the network interface
- * Authenticate the Edge

- * Configure the Edge Connectors

QUESTION 27

Which platform component manage account configuration, directory search, user membership, phone call routing, agent assignment?

- * Public Interface Services
- * Core Services
- * Communication Services
- * Application Services

QUESTION 28

You must define the phone configuration in Genesys Cloud to associate with a physical phone. What binds the phone's settings in Genesys Cloud to a physical phone?

- * The phone model
- * The Base Settings
- * The phone name
- * The Hardware ID (MAC address)

QUESTION 29

What additional functionality does Communicate brings to Genesys Cloud?

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

QUESTION 30

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

- * In the Edges configuration Network Interfaces tab, select Use the following trunks under the Phone Trunks section.
- * In the Edges configuration Network Interfaces tab, select Use the following trunks under the External Trunks section.
- * In the Edge Groups configuration Network Interfaces tab, select Inherit from Edge Group under the Phone Trunks section
- * 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.

QUESTION 31

Calling Name and Address can be overridden.

- * True
- * False

QUESTION 32

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.)

- * You must know what groups to create for the new location.
- * You must have images of all the users located at the new location.
- * 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.

- * You must have the basic profile data for the users at the new location.
- * You must have Admin rights for Genesys Cloud

QUESTION 33

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

- * Blackberry OS
- * IOS
- * Windows 10 mobile
- * EOS
- * Android

QUESTION 34

Where can you find people in your organization and add external contacts to the organization?

- * Documents
- * Activity
- * Directory
- * Location

QUESTION 35

How many categories of routing are there in a Call Route under the Call Routing page?

- * 5
- * 4
- * 3
- * 2

QUESTION 36

How many types of Genesys Cloud Contact Center Licenses are available?

- * 5
- * 2
- * 3
- * 4

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