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QUESTION 1

Instant messaging costs are significantly less than long-distance phone conversations.

- A. True
- B. False

Correct Answer: A

QUESTION 2

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

QUESTION 3

You have just added a new document to Genesys Cloud so that everyone within the organization can access it when needed. What must you do to ensure that users can find the document when they want to access it?

- A. Add meaningful tags to the document.
- B. Add a priority of "high" to this document.
- C. Make sure you name the document in a way that is easy to search for.
- D. Number the documents in such a way that this one appears at the top of the list.

Correct Answer: A

QUESTION 4

Which statement is true regarding chat rooms in Genesys Cloud?

- A. Notifications can be turned off per room.
- B. There is a maximum of 50 users to a room.
- C. You must have the room_user permission to use rooms.



D. Administrators assign people to rooms.

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/set-chat-preferences>

QUESTION 5

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>

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