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QUESTION 1

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 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

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?

A. Searches performed in the Genesys Cloud suite use information in the profile to return appropriate results.

B. The education information can be verified against the human resources database.

C. The profile information can be used to keep LinkedIn information updated.

D. When employees have free time, they can review biographies of their peers.

Correct Answer: A

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 4

When creating an external trunk, what protocol(s) can be selected? (Choose three.)

A. The default protocol

B. TCP

C. TLS

D. SIP

E. UDP

Correct Answer: BCE

Reference: https://help.mypurecloud.com/articles/external-trunk-settings/

QUESTION 5

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/

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