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QUESTION 1

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 2

Which protocol is used for transporting Digitized Audio?

- A. UDP
- B. TCP
- C. RTP
- D. SIP

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/tls-trunk-transport-protocol-specification/>

QUESTION 3

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

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

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/create-edge-group-phone-trunk/>



QUESTION 4

What should you do when a user leaves your organization to maintain high levels of security in the Genesys Cloud product suite?

- A. Reset the user's password.
- B. Rename the user account.
- C. Set the user to Inactive for 30 days, then delete the user account.
- D. Create a role for former users and add the user to that role.

Correct Answer: A

QUESTION 5

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

- A. 5
- B. 4
- C. 3
- D. 2

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/about-call-routing/>

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