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Shared by Matthews on 24-05-2024

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Question 1

Question Type: MultipleChoice

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

Options:

- A- Monolithic Architecture
- B- Microservices Architecture
- C- Genesys Cloud Salesforce Architecture
- D- Single Core Architecture

Answer:

B

Question 2

Question Type: MultipleChoice

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

Options:

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

Answer:

A, C

Question 3

Question Type: MultipleChoice

Where do you add the list of IP or CIDR addresses allowed or denied access to an External or Phone Trunk?

Options:

A- Availability

B- SIP Access Control

C- Outbound

D- Calling

Answer:

B

Question 4

Question Type: MultipleChoice

You can add more than one outbound route to the contact center.

Options:

A- True

B- False

Answer:

A

Question 5

Question Type: MultipleChoice

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

Options:

A- 5

B- 4

C- 3

D- 2

Answer:

D

Question 6

Question Type: MultipleChoice

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

Options:

A- Documents

B- Activity

C- Directory

D- Location

Answer:

C

Question 7

Question Type: MultipleChoice

Which license offers features for organizations that require multi-channel based support, including social media along with Workforce Management in their contact center?

Options:

- A- Genesys Cloud 1
- B- Genesys Cloud 2
- C- Genesys Cloud 3
- D- Genesys Cloud 4

Answer:

C

Question 8

Question Type: MultipleChoice

You must work closely with before completing configurations for external SIP trunks.

Options:

- A- Genesys
- B- The Resource Center
- C- Your carrier
- D- Your designated contact

Answer:

C

Question 9

Question Type: MultipleChoice

You just added 53 employees to Genesys Cloud. John Camper emailed you to say that everyone around him received an invitation email to Genesys Cloud, but he didn't. You want John to be able to use the features and functions of Genesys Cloud. What can you do to provide John with his login credentials? (Choose two.)

Options:

- A- Resend the invite.
- B- Add John to Genesys Cloud again so that a new invitation will be generated.
- C- Submit a ticket to Genesys Cloud support.
- D- Reset John's password and let him know the password to log in with.
- E- Tell John to be patient and wait for the email to arrive.

Answer:

A, B

Question 10

Question Type: MultipleChoice

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

Options:

- A- Monolithic Architecture

- B- Microservices Architecture
- C- Genesys Cloud Salesforce Architecture
- D- Single Core Architecture

Answer:

B

Question 11

Question Type: MultipleChoice

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

Options:

- A- Supervisor
- B- admin
- C- employee
- D- User

Answer:

B

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