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QUESTION 1

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?

- A. Workspaces
- B. People
- C. Queues
- D. Groups

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/about-sharing-files/>

QUESTION 2

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 3

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

- A. WebRTC phone trunk
- B. Phone trunk
- C. External trunk
- D. Network interface trunk

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/configure-the-genesys-cloud-edge-standard-v3/>

QUESTION 4

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?

- A. Managed IP Phones
- B. IP Phone Templates
- C. Base Settings
- D. Default Station configuration

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/about-managed-phone-configuration/>

QUESTION 5

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

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