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QUESTION 1

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 2

Which statements are true regarding the role of Designated Contacts? (Choose three.)

- A. Designated Contacts provide the first level of support for their organization.
- B. Designated Contacts must report any issues to support immediately and let support determine where the issue lies.
- C. Designated Contacts must troubleshoot an issue to the point that they determine that the problem does not lie within their responsibility.
- D. Designated Contacts are the only people within an organization with access to the Resource Center.
- E. Designated Contacts are the only people within the organization who may contact and work with support.

Correct Answer: ADE

QUESTION 3

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

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

Correct Answer: AC

QUESTION 4

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

- A. Availability
- B. SIP Access Control
- C. Outbound
- D. Calling

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/configure-sip-access-control/>

QUESTION 5

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

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

Correct Answer: B

Reference: <https://martinfowler.com/articles/microservices.html#:~:text=In%20short%2C%20the%20microservice%20architectural,often%20an%20HTTP%20resource%20API.>

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