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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

Select the Access level permission types for workspace membership. (Choose three.)

A. Full Access

B. Partial

C. Read Only

D. Write Only

E. Contributor

F. Collaborator

Correct Answer: ACE

Reference: https://help.mypurecloud.com/articles/access-levels-in-workspaces/

QUESTION 3

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 4

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 5

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/

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