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QUESTION 1

Which platform component manage account configuration, directory search, user membership. phone call routing, agent assignment?

A. Public Interface Services

B. Core Services

C. Communication Services

D. Application Services

Correct Answer: B

Reference: https://help.mypurecloud.com/articles/about-the-genesys-cloud-platform/

QUESTION 2

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 3

Which feature is used to share a document of size 1 GB size through chat?

A. Attach Button

B. Workspace sharable link

C. Drag and Drop

D. Add web links

Correct Answer: B

QUESTION 4

Instant messaging costs are significantly less than long-distance phone conversations.

A. True

B. False

Correct Answer: A

QUESTION 5

You can select multiple files to upload into a workspace in the Documents feature.

A. True

B. False

Correct Answer: A

Reference: https://help.mypurecloud.com/articles/add-files-workspace/