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QUESTION 1

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

- A. True
- B. False

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/create-outbound-route/>

QUESTION 2

What additional functionality does Communicate brings to Genesys Cloud?

- A. Knowledge base features, such as FAQs and Communities.
- B. Unified Communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.
- C. Call center features such as ACD and scripting.
- D. Directory capabilities, such as advanced search, profiles, and keyword searching.

Correct Answer: A

QUESTION 3

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/>

QUESTION 4

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

- A. Genesys Cloud 1
- B. Genesys Cloud 2
- C. Genesys Cloud 3



D. Genesys Cloud 4

Correct Answer: B

Reference: <https://www.genesys.com/pricing>

QUESTION 5

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

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

Correct Answer: C

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