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QUESTION 1

How do you represent your organization when you contact the Genesys Cloud support team?

- A. Organization ID
- B. Company Name
- C. Agent Name
- D. ID

Correct Answer: D

QUESTION 2

How many types of groups are there by default?

- A. 5
- B. 3
- C. 4
- D. 2

Correct Answer: C

QUESTION 3

When you configure to place a call outside the contact center, is it possible for you to assign a default country code?

- A. Yes
- B. No

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/configure-country-codes/>

QUESTION 4

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

QUESTION 5

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/>

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