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QUESTION 1

You have just added a new document to Genesys Cloud so that everyone within the organization can access it when needed. What must you do to ensure that users can find the document when they want to access it?

- A. Add meaningful tags to the document.
- B. Add a priority of "high" to this document.
- C. Make sure you name the document in a way that is easy to search for.
- D. Number the documents in such a way that this one appears at the top of the list.

Correct Answer: A

QUESTION 2

Where can you add the preconfigured settings of the phones?

- A. Admin > Telephony > Phone Management > Calls
- B. Admin > Telephony > Phone Management > Phones
- C. Admin > Telephony > Phone Management > Base Settings

Correct Answer: A

QUESTION 3

Which protocol is used for transporting Digitized Audio?

- A. UDP
- B. TCP
- C. RTP
- D. SIP

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/tls-trunk-transport-protocol-specification/>

QUESTION 4

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 5

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

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