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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

You want to have a video chat with Jill and Amelia in the Kayak Guides room. You have clicked on the Open video call icon to initiate the video chat. What else must happen next for the video chat to work?

A. Other participants must also click on the Open video call icon.

B. All participants must click on the Join button in the video chat view.

C. All participants, except the initiator, must click on the Join button in the chat view.

D. Participants automatically placed in the video chat when clicking on the chat room.

Correct Answer: B

QUESTION 3

Which architectural approach is used to develop a single application as a suite of small services?

A. Monolithic Architecture

B. Microservices Architecture

C. Genesys Cloud Salesforce Architecture

D. Single Core Architecture

Correct Answer: B

Reference: https://martinfowler.com/articles/microservices.html#:~:text=In%20short%2C%20the%20 20microservice%20architectural,often%20an%20HTTP%20resource%20API.

QUESTION 4

If you want all your Edges in an Edge group to use the same WebRTC phone trunk, where should you configure that?

A. In the Edges configuration Network Interfaces tab, select Use the following trunks under the Phone Trunks section.

B. In the Edges configuration Network Interfaces tab, select Use the following trunks under the External Trunks section.

C. In the Edge Groups configuration Network Interfaces tab, select Inherit from Edge Group under the Phone Trunks section

D. In the Edges configuration Network Interfaces tab, under the Phone Trunks section, select Inherit from Edge Group and then select WebRTC phone trunk for the respective Edge group.

Correct Answer: A

Reference: https://help.mypurecloud.com/articles/create-edge-group-phone-trunk/

QUESTION 5

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

A. True

B. False

Correct Answer: A

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