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QUESTION 1

When connecting the Edge appliance to your local area network, which is the best practice to deploy the Edge using two of the standard interfaces - WAN and Port 2?

A. It should be connected to a different network segment that has access to your company intranet.

B. It should be connected to a network segment that has outbound access to the public Internet.

C. It should be connected to the same network segment that the Bridge server is on.

Correct Answer: B

Reference: https://help.mypurecloud.com/articles/single-core-architecture/

QUESTION 2

Choose the types of available Phone Trunks in Genesys Cloud. (Choose two.)

A. Gateway

B. SIP

C. Outbound Proxy

D. WebRTC

Correct Answer: BD

Reference: https://help.mypurecloud.com/articles/about-trunks/#:~:text=There%20are%20two%20types%20of,Genesys%20Cloud%3A%20SIP%20and%20WebRTC.

QUESTION 3

How many types of groups are there by default?

A. 5

B. 3

C. 4

D. 2

Correct Answer: C

QUESTION 4

What are the ways that you can place a call through Genesys Cloud? (Choose two.)

A. Use the built-in Dialpad.

B. Use the Make Call button.

C. Use the Call History.

D. Use the .NET Client.

Correct Answer: AC

QUESTION 5

You want to upload a checklist to Genesys Cloud so that the Adventure Specialists can all access it to use when preparing for a new adventure. Which menu item would you click to start the upload process?

A. Activity

B. Chat Icon

C. Documents

D. Admin

Correct Answer: D

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