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QUESTION 1

All of the following are steps that must be completed to configure an Edge appliance. EXCEPT _____.

A. Create a Site

B. Assign the Edge to a Site

C. Configure a trunk

D. Create an Edge Group

E. Associate the network interface

F. Authenticate the Edge

G. Configure the Edge Connectors

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/configure-edge-standard-v1/

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 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

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 5

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/

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