

Latest Version: 6.0

Question: 1

Which license offers features for organizations that require multi-channel based support, including social media along with Workforce Management in their contact center?

- A. Genesys Cloud 1
- B. Genesys Cloud 2
- C. Genesys Cloud 3
- D. Genesys Cloud 4

Answer: B

Reference: <https://www.genesys.com/pricing>

Question: 2

Where can you find people in your organization and add external contacts to the organization?

- A. Documents
- B. Activity
- C. Directory
- D. Location

Answer: C

Question: 3

How many categories of routing are there in a Call Route under the Call Routing page?

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

Answer: C

Reference: <https://help.mypurecloud.com/articles/about-call-routing/>

Question: 4

You can add more than one outbound route to the contact center.

- A. True
- B. False

Answer: A

Reference: <https://help.mypurecloud.com/articles/create-outbound-route/>

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

Answer: B

Reference: <https://help.mypurecloud.com/articles/configure-sip-access-control/>