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QUESTION 1

Which of the following statements are true regarding the Genesys Cloud CX Edge appliance? (Choose three.)

A. It manages connections between your phones, SIP trunks, telephony gateways, Genesys Cloud CX, and third-party systems.

B. It provides core telephony services.

C. It provides for the integration of Active Directory, SharePoint, and other third-party data.

D. It manages the Genesys Cloud CX platform services.

E. It operates as a provisioning server, media server, SIP proxy, and SIP gateway.

Correct Answer: ABE

Explanation: The following statements are true regarding the Genesys Cloud CX Edge appliance:

It manages connections between your phones, SIP trunks, telephony gateways, Genesys Cloud CX, and third-party systems.

It provides core telephony services such as call control, call recording, call quality monitoring, etc.

It operates as a provisioning server, media server, SIP proxy, and SIP gateway. The following statements are false regarding the Genesys Cloud CX Edge appliance:

It provides for the integration of Active Directory, SharePoint, and other third-party data.

It manages the Genesys Cloud CX platform services. The Genesys Cloud CX Edge appliance is a device that connects your on-premises telephony infrastructure with Genesys Cloud CX cloud services. It acts as an intermediary between

your local network and Genesys Cloud CX data centers.

References:

https://help.mypurecloud.com/articles/about-edge-devices/

https://help.mypurecloud.com/articles/edge-device-overview/

QUESTION 2

All of the following are steps that need to 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

Explanation: Configuring a trunk is not a step that needs to be completed to configure an Edge appliance. A trunk is a connection between Genesys Cloud CX and an external telephony provider, such as a carrier or a PBX. A trunk is not part of the Edge configuration, but rather a separate entity that can be associated with an Edge group. The steps that need to be completed to configure an Edge appliance are: Create a Site Create an Edge Group Associate the network interface Authenticate the Edge Configure the Edge Connectors Assign the Edge to a Site

References: https://help.mypurecloud.com/articles/configure-an-edge-device/ https://help.mypurecloud.com/articles/about-trunks/

QUESTION 3

Which of the following Genesys Cloud CX features helps ensure that enough agents are in the right place at the right time?

A. Routing

B. Queue Management

C. Workforce Management

D. Reporting and Analytics

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/plan-workforce-management/

Workforce Management is a feature that helps ensure that enough agents are in the right place at the right time. Workforce Management allows administrators to forecast staffing needs based on historical data and trends, create schedules

that optimize agent availability and preferences, monitor agent adherence and performance in real time, and adjust schedules as needed.

References: https://help.mypurecloud.com/articles/about-workforce- management/

https://help.mypurecloud.com/articles/workforce-management-overview/

QUESTION 4

You must define the phone configuration in Genesys Cloud CX to associate with a physical phone.

What binds the phone\'s settings in Genesys Cloud CX to a physical phone?

A. Phone model

B. Base settings

C. Phone name

D. Hardware ID (MAC address)

Correct Answer: D

Explanation: The hardware ID (MAC address) is what binds the phone\\'s settings in Genesys Cloud CX to a physical phone. A hardware ID is a unique identifier for each network device, such as a phone. You can define the phone

configuration in Genesys Cloud CX by specifying various settings, such as phone name, phone model, base settings, line appearance, etc. However, to associate these settings with a physical phone, you need to enter the hardware ID of the

phone in Genesys Cloud CX.

References:

https://help.mypurecloud.com/articles/about-phones/

https://help.mypurecloud.com/articles/add-a-phone/

QUESTION 5

Select all available options for adding widgets to a performance dashboard. (Choose four.)

A. Agent Status

B. Grid

C. Text

D. Metric

E. Interaction

F. Chart

Correct Answer: BCDF

Explanation: Grid, Text, Metric, and Chart are four available options for adding widgets to a performance dashboard. A widget is a component that displays data in a specific format on a performance dashboard. You can add different types of

widgets to customize your dashboard and show the data that you need. The other available options for adding widgets are Agent Status and Web Content.

References:

https://help.mypurecloud.com/articles/add-widgets-to-a-performance-dashboard/

https://help.mypurecloud.com/articles/widget-types/