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GCP-GC-IMP

Genesys Cloud Certified Professional - Implementation



Exam A

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 3 How many categories of routing are there in a Call Route under the Call Routing page?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 6 Choose the types of available Phone Trunks in Genesys Cloud.
(Choose two.)

- A. Gateway
- B. SIP
- C. Outbound Proxy
- D. WebRTC

Correct Answer: BD

Section: (none)

Explanation

**Explanation/Reference:**

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

QUESTION 7 Where do you configure the Auto Invite setting to send email invites automatically when users are added?

- A. Admin > Account Settings > Organization Settings
- B. Admin > Account Settings > Organization
- C. Admin > Account Settings > Organization Settings > Settings

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/configure-invite-links/>

QUESTION 8

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

You want each group to have a place where they can upload, organize, and share documents and files. Which setting would you click to configure this behavior?

- A. Workspaces
- B. People
- C. Queues
- D. Groups

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/about-sharing-files/>

QUESTION 10 What is the maximum file size that a user can upload into Genesys Cloud Documents?

- A. 10 MB
- B. 100 MB
- C. 2 GB
- D. No Limit

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/faqs/can-upload/>



QUESTION 11 When you configure to place a call outside the contact center, is it possible for you to assign a default country code?

- A. Yes
- B. No

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/configure-country-codes/>

QUESTION 12 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

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 13 How many types of Genesys Cloud Contact Center Licenses are available?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/faqs/what-defines-a-billable-concurrent-user-for-genesys-cloud-contact-center-services/>

QUESTION 14

You just added 53 employees to Genesys Cloud. John Camper emailed you to say that everyone around him received an invitation email to Genesys Cloud, but he didn't. You want John to be able to use the features and functions of Genesys Cloud. What can you do to provide John with his login credentials? (Choose two.)

- A. Resend the invite.
- B. Add John to Genesys Cloud again so that a new invitation will be generated.
- C. Submit a ticket to Genesys Cloud support.
- D. Reset John's password and let him know the password to log in with.
- E. Tell John to be patient and wait for the email to arrive.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:



QUESTION 15 What are the operating systems available for Genesys Cloud mobile applications? (Choose two.)

- A. Blackberry OS
- B. IOS
- C. Windows 10 mobile
- D. EOS
- E. Android

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/download-mobile-apps-2/>

QUESTION 16 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17 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

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 18

Which platform component manage account configuration, directory search, user membership. phone call routing, agent assignment?

- A. Public Interface Services
- B. Core Services
- C. Communication Services
- D. Application Services

Correct Answer: B

Section: (none)

Explanation



Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/about-the-genesys-cloud-platform/>

QUESTION 19 You have just added a new document to Genesys Cloud so that everyone within the organization can access it when needed. What must you do to ensure that users can find the document when they want to access it?

- A. Add meaningful tags to the document.
- B. Add a priority of "high" to this document.
- C. Make sure you name the document in a way that is easy to search for.
- D. Number the documents in such a way that this one appears at the top of the list.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20 To assign extensions to users, you must first _____

- A. Create a pool of extensions.
- B. Buy the extension number from the carrier.
- C. Add the extension to the dial plan.
- D. Assign the extension to the user's phone.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/extension-pools/>

QUESTION 21 Which statements are true regarding the role of Designated Contacts?

(Choose three.)

- A. Designated Contacts provide the first level of support for their organization.
- B. Designated Contacts must report any issues to support immediately and let support determine where the issue lies.
- C. Designated Contacts must troubleshoot an issue to the point that they determine that the problem does not lie within their responsibility.
- D. Designated Contacts are the only people within an organization with access to the Resource Center.
- E. Designated Contacts are the only people within the organization who may contact and work with support.

Correct Answer: ADE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22 You must work closely with _____ before completing configurations for external SIP trunks.

- A. Genesys
- B. The Resource Center
- C. Your carrier
- D. Your designated contact



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23 Select the Access level permission types for workspace membership.

(Choose three.)

- A. Full Access
- B. Partial
- C. Read Only
- D. Write Only
- E. Contributor
- F. Collaborator

Correct Answer: ACE

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/access-levels-in-workspaces/>

QUESTION 24 What role is needed for a user who is responsible for the deployment and installation of the Genesys Cloud organization?

- A. Supervisor
- B. admin
- C. employee
- D. User

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25 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

Section: (none)

Explanation

Explanation/Reference:

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



QUESTION 26 Which protocol is used for transporting
Digitized Audio?

- A. UDP
- B. TCP
- C. RTP
- D. SIP

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/tls-trunk-transport-protocol-specification/>

QUESTION 27

Your company has just acquired a new building, and you have been asked to add a new location in Genesys Cloud. What are the prerequisites to check before you add the new location? (Choose two.)

- A. You must know what groups to create for the new location.
- B. You must have images of all the users located at the new location.
- C. You must collect general information that you want displayed for each location, such as: building address, number of floors, location contact information, location images, and floor plan images.
- D. You must have the basic profile data for the users at the new location.
- E. You must have Admin rights for Genesys Cloud

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/create-a-new-location/>

QUESTION 28 What type of trunk would you configure to connect to AudioCodes phones?

- A. WebRTC phone trunk
- B. Phone trunk
- C. External trunk
- D. Network interface trunk

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/configure-the-genesys-cloud-edge-standard-v3/>

QUESTION 29 You can select multiple files to upload into a workspace in the Documents feature.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/add-files-workspace/>

QUESTION 30 Instant messaging costs are significantly less than long-distance phone conversations.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31 Calling Name and Address can be overridden.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://community.genesys.com/digestviewer29/viewthread?GroupId=19&MessageKey=7adf4f5b-d3a9-4559-b380-41ef347dbd25&CommunityKey=bab95e9c-6bbe-4a13-8ade-8ec0faf733d4&tab=digestviewer>

QUESTION 32

What Genesys Cloud configuration option provides a way to ensure that phones of a specific make and model are all deployed with the same settings?



- A. Managed IP Phones
- B. IP Phone Templates
- C. Base Settings
- D. Default Station configuration

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/about-managed-phone-configuration/>

QUESTION 33 When creating an external trunk, what protocol(s) can be selected?
(Choose three.)

- A. The default protocol
- B. TCP
- C. TLS
- D. SIP
- E. UDP

Correct Answer: BCE

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/external-trunk-settings/>

QUESTION 34 How many types of groups are there by default?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35 Select all the sections for the standard profile page.
(Choose five.)

- A. General
- B. Relationships
- C. Contact
- D. Contact Information
- E. Skills & Certifications
- F. HR
- G. Languages

Correct Answer: ABDEF

Section: (none)

Explanation



Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/standard-profile-fields/>

QUESTION 36 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

Section: (none)

Explanation

Explanation/Reference:**QUESTION 37**

Profiles can contain various types of information about people in your organization. What is one reason that it is important to have employees complete their profile information?

- A. Searches performed in the Genesys Cloud suite use information in the profile to return appropriate results.
- B. The education information can be verified against the human resources database.
- C. The profile information can be used to keep LinkedIn information updated.
- D. When employees have free time, they can review biographies of their peers.

Correct Answer: A

Section: (none)

Explanation

**Explanation/Reference:**

Explanation:

Profiles can contain various types of information about people in your organization. What is one reason that it is important to have employees complete their profile information.

QUESTION 38 Which feature is used to share a document of size 1 GB size through chat?

- A. Attach Button
- B. Workspace sharable link
- C. Drag and Drop
- D. Add web links

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39 Which button would you click to mute yourself when on a call?

- A. Microphone
- B. Vertical bars
- C. Dialpad
- D. Drop-down arrow
- E. Phone with down arrow

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/mute-phone/>

QUESTION 40 Which of the following statements are true?

(Choose two.)

- A. You can view both protocol and media capture logs.
- B. You cannot view either type of log file.
- C. You can view protocol capture logs but not media capture logs.
- D. Media capture logs can be read only with the support of customer care.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41 Which statement is true regarding chat rooms in Genesys Cloud?

- A. Notifications can be turned off per room.
- B. There is a maximum of 50 users to a room.
- C. You must have the room_user permission to use rooms.
- D. Administrators assign people to rooms.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/set-chat-preferences>

QUESTION 42 What should you do when a user leaves your organization to maintain high levels of security in the Genesys Cloud product suite?

- A. Reset the user's password.
- B. Rename the user account.
- C. Set the user to Inactive for 30 days, then delete the user account.
- D. Create a role for former users and add the user to that role.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

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

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 45 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

Section: (none)

Explanation



Explanation/Reference:

QUESTION 46 What additional functionality does Communicate brings to Genesys Cloud?

- A. Knowledge base features, such as FAQs and Communities.
- B. Unified Communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.
- C. Call center features such as ACD and scripting.
- D. Directory capabilities, such as advanced search, profiles, and keyword searching.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47 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

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/make-conference-call/>

QUESTION 48 What type of trunk would you create to connect to an AudioCodes Mediant gateway?

- A. External trunk
- B. Network interface trunk
- C. WebRTC phone trunk
- D. SIP phone trunk

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49 Where should the WAN interface of the Edge appliance connect?

- A. A network segment that is not accessible to the public Internet.
- B. A network segment that has access to your internal LAN.
- C. A network segment connected directly to Customer Care.
- D. A network segment that has outbound access to the public Internet.

Correct Answer: D

Section: (none)

Explanation



Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/configure-network-interface-edge/#:~:text=In%20a%20single%20interface%20deployment,to%20configure%20a%20static%20route.>

QUESTION 50

You must define the phone configuration in Genesys Cloud to associate with a physical phone. What binds the phone's settings in Genesys Cloud to a physical phone?

- A. The phone model
- B. The Base Settings
- C. The phone name
- D. The Hardware ID (MAC address)

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/phone-configuration-overview/>