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Genesys Cloud Certified Professional - Implementation

Genesys GCP-GC-IMP

Version Demo

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QUESTION NO: 1

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.

ANSWER: A

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 NO: 2

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

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

ANSWER: B D

Explanation:

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

QUESTION NO: 3

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.

ANSWER: A C

QUESTION NO: 4

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.

ANSWER: B

QUESTION NO: 5

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

ANSWER: A C E

Explanation:

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

QUESTION NO: 6

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.

ANSWER: A

QUESTION NO: 7

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

ANSWER: A

Explanation:

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

QUESTION NO: 8

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.

ANSWER: A D

QUESTION NO: 9

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

ANSWER: B

QUESTION NO: 10

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

ANSWER: C E

Explanation:

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