

# GCP-GC-IMP<sup>Q&As</sup>

Genesys Cloud Certified Professional - Implementation

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### QUESTION 1

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

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

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### QUESTION 2

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

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

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### QUESTION 3

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

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 4

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

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

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#### QUESTION 5

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

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

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