

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

Genesys Cloud Certified Professional - Implementation

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### QUESTION 1

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

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### QUESTION 2

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

- A. True
- B. False

Correct Answer: A

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

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### QUESTION 3

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

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

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### QUESTION 4

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

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**QUESTION 5**

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

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

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