

GOOGLE-WORKSPACE- ADMINISTRATOR^{Q&As}

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QUESTION 1

An end user informs you that they are having issues receiving mail from a specific sender that is external to your organization. You believe the issue may be caused by the external entity's SPF record being incorrectly configured. Which troubleshooting step allows you to examine the full message headers for the offending message to determine why the messages are not being delivered?

- A. Use the Postmaster Tools API to pull the message headers.
- B. Use the Email Log Search to directly review the message headers.
- C. Use the Security Investigation Tool to review the message headers.
- D. Perform an SPF record check on the domain to determine whether their SPF record is valid.

Correct Answer: C

Explanation: <https://support.google.com/a/answer/9300435?hl=en#zippy=%2Cstep-view-the-email-message-and-take-action%2Cstep-provide-justification-to-view-messages%2Cstep-get-started-with-your-investigation>

QUESTION 2

Your organization's Sales Department uses a generic user account (sales@company.com) to manage requests. With only one employee responsible for managing the departmental account, you are tasked with providing the department with

the most efficient means to allow multiple employees various levels of access and manage requests from a common email address.

What should you do?

- A. Configure a Google Group as an email list.
- B. Delegate email access to department employees.
- C. Configure a Google Group as a collaborative inbox.
- D. Configure a Google Group, and set the Access Level to Announcement Only.

Correct Answer: C

Explanation: <https://support.google.com/a/answer/167430?hl=en>

QUESTION 3

You are in the middle of migrating email from on-premises Microsoft Exchange to Google Workspace. Users that you have already migrated are complaining of messages from internal users going into spam folders. What should you do to ensure that internal messages do not go into Gmail spam while blocking spoofing attempts?

- A. Train users to click on Not Spam button for emails.

- B. Add all users of your domain to an approved sender list.
- C. Force TLS for your domain.
- D. Ensure that your inbound gateway is configured with all of your Exchange server IP addresses.

Correct Answer: B

Explanation: Approved senders list--Approved senders are trusted users that send email to your organization. Create an address list of approved senders so messages from these users bypass Gmail's spam filters, and recipients can decide whether they are spam or not. Create the list with individual email addresses, or by adding an entire domain. <https://support.google.com/a/answer/60752?hl=en#:~:text=Approved%20senders%20list%E2%80%94,settings%20in%20Google%20Workspace.>

QUESTION 4

Your company has sales offices in Madrid, Tokyo, London, and New York. The outbound email for those offices needs to include the sales person's signature and a compliance footer. The compliance footer needs to say "Should you no longer wish to receive emails about this offer, please reply with UNSUBSCRIBE." You are responsible for making sure that users cannot remove the footer.

What should you do?

- A. Send an email to each sales person with the instructions on how to add the footer to their Signature.
- B. Ensure that each sales team is in their own OU, and configure the Append Footer with the signature and footer content translated for each locale.
- C. Ensure that each sales team is in their own OU, and configure the Append Footer with footer content.
- D. Ensure that each sales team is in their own OU, and configure the Append Footer with the footer content translated for each locale.

Correct Answer: C

Google Workspace has no way to translate for each region for the footer. <https://support.google.com/a/answer/2364576?hl=en>

QUESTION 5

Your company's Google Workspace primary domain is "mycompany.com," and it has acquired a startup that is using another cloud provider with a domain named "mystartup.com." You plan to add all employees from the startup to your Google Workspace domain while preserving their current mail addresses. The startup CEO's email address is andrea@mystartup.com, which also matches your company CEO's email address as andrea@mycompany.com, even though they are different people. Each must keep the usage of their email. In addition, your manager asked to have all existing security policies applied for the new employees without any duplication. What should you do to implement the migration?

- A. Create a secondary domain, mystartup.com, within your current Google Workspace domain, set up necessary DNS records, and create all startup employees with the secondary domain as their primary email addresses.
- B. Create an alias domain, mystartup.com, in your existing Google Workspace domain, set up necessary DNS records, and create all startup employees with the alias domain as their primary email addresses.

C. Create a new Google Workspace domain with "mystartup.com," and create a trust between both domains for reusing the same security policies and sharing employee information within the companies.

D. Create the startup employees in the "mycompany.com\\" domain, and add a number at the end of the user name whenever there is a conflict. In Gmail > Routing, define a specific route for the OU that targets the startup employees, which will modify the email address domain to "mystartup.com," and remove any numbers previously added. In addition, confirm that the SPF and DKIM records are properly set.

Correct Answer: A

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