

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

Genesys Cloud Certified Professional - Implementation

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**QUESTION 1**

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

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

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**QUESTION 2**

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

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

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**QUESTION 3**

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

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**QUESTION 4**

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 5

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 6

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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#### QUESTION 7

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

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

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### QUESTION 8

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 9

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

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

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### QUESTION 10

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

A. 5

B. 2

C. 3

D. 4

Correct Answer: C

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

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