GCP-GC-IMP^{Q&As}

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QUESTION 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.

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 2

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/

QUESTION 3

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.

QUESTION 4

Which statements are true regarding the role of Designated Contacts? (Choose three.)

A. Designated Contacts provide the first level of support for their organization.

B. Designated Contacts must report any issues to support immediately and let support determine where the issue lies.

C. Designated Contacts must troubleshoot an issue to the point that they determine that the problem does not lie within their responsibility.

D. Designated Contacts are the only people within an organization with access to the Resource Center.

E. Designated Contacts are the only people within the organization who may contact and work with support.

Correct Answer: ADE

QUESTION 5

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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