



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

Genesys Cloud Certified Professional - Implementation

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### QUESTION 1

You have just added a new document to Genesys Cloud so that everyone within the organization can access it when needed. What must you do to ensure that users can find the document when they want to access it?

- A. Add meaningful tags to the document.
- B. Add a priority of "high" to this document.
- C. Make sure you name the document in a way that is easy to search for.
- D. Number the documents in such a way that this one appears at the top of the list.

Correct Answer: A

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### QUESTION 2

What Genesys Cloud configuration option provides a way to ensure that phones of a specific make and model are all deployed with the same settings?

- A. Managed IP Phones
- B. IP Phone Templates
- C. Base Settings
- D. Default Station configuration

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/about-managed-phone-configuration/>

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### QUESTION 3

What are the ways that you can place a call through Genesys Cloud? (Choose two.)

- A. Use the built-in Dialpad.
- B. Use the Make Call button.
- C. Use the Call History.
- D. Use the .NET Client.

Correct Answer: AC

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### QUESTION 4

Which button would you click to mute yourself when on a call?



- A. Microphone
- B. Vertical bars
- C. Dialpad
- D. Drop-down arrow
- E. Phone with down arrow

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/mute-phone/>

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#### QUESTION 5

What type of trunk would you configure to connect to AudioCodes phones?

- A. WebRTC phone trunk
- B. Phone trunk
- C. External trunk
- D. Network interface trunk

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/configure-the-genesys-cloud-edge-standard-v3/>

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