



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

Genesys Cloud Certified Professional - Implementation

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### QUESTION 1

Which feature is used to share a document of size 1 GB size through chat?

- A. Attach Button
- B. Workspace sharable link
- C. Drag and Drop
- D. Add web links

Correct Answer: B

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### QUESTION 2

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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### QUESTION 3

What are the operating systems available for Genesys Cloud mobile applications? (Choose two.)

- A. Blackberry OS
- B. IOS
- C. Windows 10 mobile
- D. EOS
- E. Android

Correct Answer: BE

Reference: <https://help.mypurecloud.com/articles/download-mobile-apps-2/>

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#### QUESTION 4

Instant messaging costs are significantly less than long-distance phone conversations.

- A. True
- B. False

Correct Answer: A

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#### QUESTION 5

How many categories of routing are there in a Call Route under the Call Routing page?

- A. 5
- B. 4
- C. 3
- D. 2

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/about-call-routing/>

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