



GCP-GC-IMP^{Q&As}

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QUESTION 1

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

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

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

- A. True
- B. False

Correct Answer: A

QUESTION 4

You must define the phone configuration in Genesys Cloud to associate with a physical phone. What binds the phone's settings in Genesys Cloud to a physical phone?

- A. The phone model



- B. The Base Settings
- C. The phone name
- D. The Hardware ID (MAC address)

Correct Answer: B

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

QUESTION 5

You can add more than one outbound route to the contact center.

- A. True
- B. False

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/create-outbound-route/>

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