



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

Genesys Cloud Certified Professional - Implementation

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#### QUESTION 1

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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#### 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

How do you represent your organization when you contact the Genesys Cloud support team?

- A. Organization ID
- B. Company Name
- C. Agent Name
- D. ID

Correct Answer: D

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#### QUESTION 4

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 5

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

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