



GCP-GC-IMP^{Q&As}

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QUESTION 1

You just added 53 employees to Genesys Cloud. John Camper emailed you to say that everyone around him received an invitation email to Genesys Cloud, but he didn't. You want John to be able to use the features and functions of Genesys Cloud. What can you do to provide John with his login credentials? (Choose two.)

- A. Resend the invite.
- B. Add John to Genesys Cloud again so that a new invitation will be generated.
- C. Submit a ticket to Genesys Cloud support.
- D. Reset John's password and let him know the password to log in with.
- E. Tell John to be patient and wait for the email to arrive.

Correct Answer: AB

QUESTION 2

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/>

QUESTION 3

Where do you configure the Auto Invite setting to send email invites automatically when users are added?

- A. Admin > Account Settings > Organization Settings
- B. Admin > Account Settings > Organization
- C. Admin > Account Settings > Organization Settings > Settings

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/configure-invite-links/>

QUESTION 4

Which protocol is used for transporting Digitized Audio?

- A. UDP



- B. TCP
- C. RTP
- D. SIP

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/tls-trunk-transport-protocol-specification/>

QUESTION 5

Which license offers features for organizations that require multi-channel based support, including social media along with Workforce Management in their contact center?

- A. Genesys Cloud 1
- B. Genesys Cloud 2
- C. Genesys Cloud 3
- D. Genesys Cloud 4

Correct Answer: B

Reference: <https://www.genesys.com/pricing>

QUESTION 6

When connecting the Edge appliance to your local area network, which is the best practice to deploy the Edge using two of the standard interfaces - WAN and Port 2?

- A. It should be connected to a different network segment that has access to your company intranet.
- B. It should be connected to a network segment that has outbound access to the public Internet.
- C. It should be connected to the same network segment that the Bridge server is on.

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/single-core-architecture/>

QUESTION 7

You can select multiple files to upload into a workspace in the Documents feature.

- A. True
- B. False

Correct Answer: A



Reference: <https://help.mypurecloud.com/articles/add-files-workspace/>

QUESTION 8

Choose the types of available Phone Trunks in Genesys Cloud. (Choose two.)

- A. Gateway
- B. SIP
- C. Outbound Proxy
- D. WebRTC

Correct Answer: BD

Reference: <https://help.mypurecloud.com/articles/about-trunks/#:~:text=There%20are%20two%20types%20of,Genesys%20Cloud%3A%20SIP%20and%20WebRTC.>

QUESTION 9

All of the following are steps that must be completed to configure an Edge appliance. EXCEPT _____.

- A. Create a Site
- B. Assign the Edge to a Site
- C. Configure a trunk
- D. Create an Edge Group
- E. Associate the network interface
- F. Authenticate the Edge
- G. Configure the Edge Connectors

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/configure-edge-standard-v1/>

QUESTION 10

Select the Access level permission types for workspace membership. (Choose three.)

- A. Full Access
- B. Partial
- C. Read Only



D. Write Only

E. Contributor

F. Collaborator

Correct Answer: ACE

Reference: <https://help.mypurecloud.com/articles/access-levels-in-workspaces/>

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