

DUMPS ARENA

Genesys Cloud Certified Professional - Implementation

Genesys GCP-GC-IMP

Version Demo

Total Demo Questions: 10

Total Premium Questions: 50

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QUESTION NO: 1

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

ANSWER: A C E**Explanation:**

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

QUESTION NO: 2

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

ANSWER: A**Explanation:**

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

QUESTION NO: 3

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

ANSWER: C

Explanation:

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

QUESTION NO: 4

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

ANSWER: B C E

Explanation:

Reference: <https://help.mypurecloud.com/articles/external-trunk-settings/>

QUESTION NO: 5

Where should the WAN interface of the Edge appliance connect?

- A. A network segment that is not accessible to the public Internet.
- B. A network segment that has access to your internal LAN.
- C. A network segment connected directly to Customer Care.

D. A network segment that has outbound access to the public Internet.

ANSWER: D

Explanation:

Reference: <https://help.mypurecloud.com/articles/configure-network-interface-edge/#:~:text=In%20a%20single%20interface%20deployment,to%20configure%20a%20static%20route>.

QUESTION NO: 6

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.

ANSWER: A B

QUESTION NO: 7

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

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

ANSWER: B D

Explanation:

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

QUESTION NO: 8

Your company has just acquired a new building, and you have been asked to add a new location in Genesys Cloud. What are the prerequisites to check before you add the new location? (Choose two.)

- A. You must know what groups to create for the new location.
- B. You must have images of all the users located at the new location.
- C. You must collect general information that you want displayed for each location, such as: building address, number of floors, location contact information, location images, and floor plan images.
- D. You must have the basic profile data for the users at the new location.
- E. You must have Admin rights for Genesys Cloud

ANSWER: C E**Explanation:**

Reference: <https://help.mypurecloud.com/articles/create-a-new-location/>

QUESTION NO: 9

What role is needed for a user who is responsible for the deployment and installation of the Genesys Cloud organization?

- A. Supervisor
- B. admin
- C. employee
- D. User

ANSWER: A**QUESTION NO: 10**

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.

ANSWER: B

Explanation:

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