DUMPSARENA

Genesys Cloud Certified Professional - Implementation

Genesys GCP-GC-IMP

Version Demo

Total Demo Questions: 7

Total Premium Questions: 73

Buy Premium PDF

https://dumpsarena.co

sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

What Genesys Cloud configuration option provides a way to ensure that phones of a specific make and model are all deployed with the same settings?

A. Managed IP Phones

B. IP Phone Templates

C. Base Settings

D. Default Station configuration

ANSWER: C

Explanation:

Base Settings is correct because Genesys Cloud uses a base settings profile to define a common set of managed-phone configuration values for phones of the same manufacturer and model. An administrator creates the profile for the applicable phone model, configures shared values such as provisioning and network-related settings where supported, and then assigns that base settings profile to the relevant managed phones. This provides a standardized deployment approach: phones that use the profile inherit the shared configuration, reducing repetitive per-phone setup and helping maintain a consistent configuration across an inventory of identical devices.

Base settings are part of Genesys Cloud managed phone administration. They are intended specifically to establish reusable common settings, while individual phone records can still contain device-specific information when needed. This separation lets an implementation team centrally manage the settings that should be uniform for a make/model while retaining appropriate control over each physical phone.

For the Genesys Cloud documentation, see About managed phone configuration and Configure base settings.

QUESTION NO: 2

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.

ANSWER: A C

Explanation:

Use the built-in Dialpad and Use the Call History are supported ways to initiate an outbound call in Genesys Cloud. The dialpad is the primary calling interface: after selecting the appropriate phone or station, a user enters a telephone number and starts the call. It supports direct manual dialing, including entering numbers in a format appropriate for the organization's configured dialing rules.

Call History also supports placing a new call to a previously used number. A user can locate an earlier inbound or outbound interaction in their call history and select the associated number to call it again. This is useful when returning a missed call or following up on a prior conversation without manually re-entering the destination number. These calling capabilities depend on the user having the necessary telephony configuration, an assigned phone or WebRTC station, and permission to place outbound calls. Genesys documents dialpad calling and call-history redial as client calling workflows in its resource-center guidance. See Make a call in Genesys Cloud and View call history.

QUESTION NO: 3

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:

Genesys Cloud provides two phone trunk types: SIP and WebRTC. A SIP trunk uses the Session Initiation Protocol to connect Genesys Cloud telephony to external voice services and supporting infrastructure. In a Genesys Cloud telephony configuration, SIP trunks can be configured for connections such as carrier services, PBXs, or edge-related call routing, depending on the organization's architecture. WebRTC trunks support browser-based real-time communications and use WebRTC technology for compatible voice connectivity scenarios. These two trunk types are the trunk categories made available in Genesys Cloud's telephony administration model, so they are the appropriate selections when the question asks specifically for available phone trunk types. Genesys Cloud documentation explicitly identifies SIP and WebRTC as the two types of trunks available in the platform. Administrators configure trunk settings as part of establishing reliable call connectivity, interoperability, and routing between Genesys Cloud and the organization's voice environment. For additional detail, see the Genesys Cloud documentation on trunks and the SIP trunk configuration process.

QUESTION NO: 4

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

A. True

B. False

ANSWER: A

Explanation:

True is correct. Genesys Cloud supports configuring multiple outbound routes for a contact center. An outbound route defines how outbound calls are handled and can associate a route with the appropriate telephony connection, trunk, site, and dialing configuration. Having more than one route lets an organization accommodate distinct calling requirements, such as routing calls through different carrier connections, supporting separate sites or regions, or applying different configurations for particular outbound destinations.

Administrators create and manage outbound routes independently, so adding one route does not prevent additional routes from being configured. The available routes can then be selected or applied according to the organization's outbound calling design and telephony architecture. This flexibility is important when a contact center needs resiliency, segmented calling paths, or different routing treatment for various operational needs. Genesys Cloud documentation describes the process for creating an outbound route and the settings that define its telephony behavior. See Create an outbound route and the Genesys Cloud Resource Center for current telephony configuration guidance.

QUESTION NO: 5

You want to prevent an inbound caller from being routed to agents after normal business hours. What should the inbound call flow evaluate before transferring the caller to a queue?

A. A schedule

B. A wrap-up code

C. A campaign rule

D. A quality evaluation form

ANSWER: A

Explanation:

The flow should evaluate a **schedule**. A schedule action in Architect determines whether the current date and time falls within the configured open hours or an applicable exception. The flow can use the result to choose the appropriate call treatment.

When the schedule is open, the flow can transfer the call to the queue. When it is closed, the flow can play an after-hours message, provide alternate contact information, or transfer the caller to another destination. See Evaluate Schedule action.

QUESTION NO: 6

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

ANSWER: B

Explanation:

Workspace sharable link is correct because a large document should be stored in the Genesys Cloud Workspace and then shared in a chat by sending its shareable link. The chat message contains a reference to the document rather than transferring the entire 1 GB file as a chat attachment. Recipients can select the link to open the document in Workspace, subject to the document-sharing permissions assigned by its owner or administrator. This approach supports collaboration while keeping the document centrally managed in Genesys Cloud: the owner can control access, update the stored document, and manage its availability without needing to resend a large file to each participant. Before sharing, ensure that the intended recipients have the appropriate Workspace document permissions and that the file is available in the organization's document repository. Genesys Cloud's document-sharing workflow is designed around sharing stored documents and links with users or groups, making a Workspace shareable link the appropriate feature for a 1 GB document in chat. See Genesys Cloud guidance on sharing a document and the Genesys Cloud Documents overview.

QUESTION NO: 7

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 the Directory > Location > Add permission in Genesys Cloud.

ANSWER: C E

Explanation:

Before creating a Genesys Cloud location, collect the information that will define and document the physical site. This includes the building address, number of floors, site contact details, and any images or floor-plan images that the organization intends to show for the location. Having these details available enables the administrator to create a useful location record and, where applicable, associate floor information and visual resources with it.

The administrator must also have the required Genesys Cloud authorization to create locations. In Genesys Cloud, access is controlled through permissions assigned in roles; the relevant permission is `Directory > Location > Add`. An administrator role may include this permission, but the essential prerequisite is that the user performing the task has the specific location-add permission through an assigned role. This permission-based approach supports least-privilege administration while allowing authorized users to maintain the organization's physical-location data. See Genesys Cloud's Create a new location documentation and its Locations permissions reference.