

# 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

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 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

Correct Answer: C

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

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## QUESTION 4

What is the maximum file size that a user can upload into Genesys Cloud Documents?

- A. 10 MB
- B. 100 MB
- C. 2 GB
- D. No Limit

Correct Answer: C

Reference: <https://help.mypurecloud.com/faqs/can-upload/>

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## QUESTION 5

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/>

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## QUESTION 6

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 7

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

Correct Answer: BCE

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

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## 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.>

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## QUESTION 9

How many types of Genesys Cloud Contact Center Licenses are available?

- A. 5
- B. 2
- C. 3
- D. 4

Correct Answer: C

Reference: <https://help.mypurecloud.com/faqs/what-defines-a-billable-concurrent-user-for-genesys-cloudcontact-center-services/>

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## QUESTION 10

Where can you find people in your organization and add external contacts to the organization?

A. Documents

B. Activity

C. Directory

D. Location

Correct Answer: C

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