

100% Money Back
Guarantee

Vendor:Genesys

Exam Code:GCP-GC-IMP

Exam Name:Genesys Cloud Certified Professional -
Implementation

Version:Demo

QUESTION 1

You must define the phone configuration in Genesys Cloud to associate with a physical phone. What binds the phone's settings in Genesys Cloud to a physical phone?

- A. The phone model
- B. The Base Settings
- C. The phone name
- D. The Hardware ID (MAC address)

Correct Answer: B

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

QUESTION 2

What should you do when a user leaves your organization to maintain high levels of security in the Genesys Cloud product suite?

- A. Reset the user's password.
- B. Rename the user account.
- C. Set the user to Inactive for 30 days, then delete the user account.
- D. Create a role for former users and add the user to that role.

Correct Answer: A

QUESTION 3

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 4

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 5

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

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/about-managed-phone-configuration/>

QUESTION 6

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/>

QUESTION 7

Which statement is true regarding chat rooms in Genesys Cloud?

- A. Notifications can be turned off per room.
- B. There is a maximum of 50 users to a room.

- C. You must have the room_user permission to use rooms.
- D. Administrators assign people to rooms.

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/set-chat-preferences>

QUESTION 8

Profiles can contain various types of information about people in your organization. What is one reason that it is important to have employees complete their profile information?

- A. Searches performed in the Genesys Cloud suite use information in the profile to return appropriate results.
- B. The education information can be verified against the human resources database.
- C. The profile information can be used to keep LinkedIn information updated.
- D. When employees have free time, they can review biographies of their peers.

Correct Answer: A

Profiles can contain various types of information about people in your organization. What is one reason that it is important to have employees complete their profile information.

QUESTION 9

To assign extensions to users, you must first _____

- A. Create a pool of extensions.
- B. Buy the extension number from the carrier.
- C. Add the extension to the dial plan.
- D. Assign the extension to the user's phone.

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/extension-pools/>

QUESTION 10

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

Correct Answer: B

QUESTION 11

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/>

QUESTION 12

Select all the sections for the standard profile page. (Choose five.)

A. General

B. Relationships

C. Contact

D. Contact Information

E. Skills and Certifications

F. HR

G. Languages

Correct Answer: ABDEF

Reference: <https://help.mypurecloud.com/articles/standard-profile-fields/>