

Genesys.GCP-GC-IMP.v2023-01-18.q23

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NEW QUESTION: 1

You want each group to have a place where they can upload, organize, and share documents and files. Which setting would you click to configure this behavior?

- A. People
- B. Queues
- C. Workspaces
- D. Groups

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 2

You must work closely withbefore completing configurations for external SIP trunks.

- A. The Resource Center
- B. Genesys
- C. Your carrier
- D. Your designated contact

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 3

What are the operating systems available for Genesys Cloud mobile applications?
(Choose two.)

- A. Blackberry OS
- B. Android
- C. IOS
- D. Windows 10 mobile
- E. EOS

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 4

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

- A. Relationships
- B. HR
- C. General
- D. Contact Information
- E. Contact
- F. Languages
- G. Skills & Certifications

Answer: A,B,C,D,G ([LEAVE A REPLY](#))

NEW QUESTION: 5

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

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 6

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.

Answer: A ([LEAVE A REPLY](#))

Explanation

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.

NEW QUESTION: 7

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

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 8

Which protocol is used for transporting Digitized Audio?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 9

Which button would you click to mute yourself when on a call?

- A. Dialpad
- B. Drop-down arrow
- C. Microphone
- D. Phone with down arrow
- E. Vertical bars

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 10

You want to upload a checklist to Genesys Cloud so that the Adventure Specialists can all access it to use when preparing for a new adventure. Which menu item would you click to start the upload process?

- A. Chat Icon
- B. Documents
- C. Activity
- D. Admin

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 11

You have just added a new document to Genesys Cloud so that everyone within the organization can access it when needed. What must you do to ensure that users can find the document when they want to access it?

- A. Make sure you name the document in a way that is easy to search for.
- B. Add meaningful tags to the document.
- C. Number the documents in such a way that this one appears at the top of the list.
- D. Add a priority of "high" to this document.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 12

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 have the basic profile data for the users at the new location.
- D. You must have Admin rights for Genesys Cloud
- E. 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.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 14

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.

Answer: ([SHOW ANSWER](#))

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.

NEW QUESTION: 15

What additional functionality does Communicate brings to Genesys Cloud?

- A. Call center features such as ACD and scripting.
- B. Knowledge base features, such as FAQs and Communities.
- C. Directory capabilities, such as advanced search, profiles, and keyword searching.
- D. Unified Communications features, such as telephony, unified messaging, voice conferencing, and auto- attendant.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

Which of the following statements are true? (Choose two.)

- A. Media capture logs can be read only with the support of customer care.
- B. You can view protocol capture logs but not media capture logs.
- C. You can view both protocol and media capture logs.
- D. You cannot view either type of log file.

Answer: A,B (LEAVE A REPLY)

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NEW QUESTION: 17

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

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 18

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

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 19

Which feature is used to share a document of size 1 GB size through chat?

- A. Attach Button
- B. Add web links
- C. Workspace sharable link
- D. Drag and Drop

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 20

To assign extensions to users, you must first

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 21

Which architectural approach is used to develop a single application as a suite of small services?

- A. Monolithic Architecture
- B. Microservices Architecture
- C. Single Core Architecture
- D. Genesys Cloud Salesforce Architecture

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 22

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 Edge Groups configuration Network Interfaces tab, select Inherit from Edge Group under the Phone Trunks section
- B. 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.
- C. In the Edges configuration Network Interfaces tab, select Use the following trunks under the Phone Trunks section.
- D. In the Edges configuration Network Interfaces tab, select Use the following trunks under the External Trunks section.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

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 Hardware ID (MAC address)

- B. The phone model
- C. The phone name
- D. The Base Settings

Answer: A ([LEAVE A REPLY](#))

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