



# GCP-GC-IMP<sup>Q&As</sup>

Genesys Cloud Certified Professional - Implementation

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### QUESTION 1

Which license offers features for organizations that require multi-channel based support, including social media along with Workforce Management in their contact center?

- A. Genesys Cloud 1
- B. Genesys Cloud 2
- C. Genesys Cloud 3
- D. Genesys Cloud 4

Correct Answer: B

Reference: <https://www.genesys.com/pricing>

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### QUESTION 2

Instant messaging costs are significantly less than long-distance phone conversations.

- A. True
- B. False

Correct Answer: A

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### QUESTION 3

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

Correct Answer: A

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

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### QUESTION 4

How do you represent your organization when you contact the Genesys Cloud support team?



A. Organization ID

B. Company Name

C. Agent Name

D. ID

Correct Answer: D

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#### QUESTION 5

Calling Name and Address can be overridden.

A. True

B. False

Correct Answer: A

Reference: <https://community.genesys.com/digestviewer29/viewthread?GroupId=19andMessageKey=7adf4f5b-d3a9-4559-b380-41ef347dbd25andCommunityKey=bab95e9c-6bbe4a13-8ade-8ec0faf733d4andtab=digestviewer>

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