



GCP-GC-IMP^{Q&As}

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QUESTION 1

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>

QUESTION 2

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>

QUESTION 3

Which protocol is used for transporting Digitized Audio?

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

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/tls-trunk-transport-protocol-specification/>

QUESTION 4

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/>

QUESTION 5

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

A. True

B. False

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/create-outbound-route/>

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