



GCP-GC-IMP^{Q&As}

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QUESTION 1

Where should the WAN interface of the Edge appliance connect?

- A. A network segment that is not accessible to the public Internet.
- B. A network segment that has access to your internal LAN.
- C. A network segment connected directly to Customer Care.
- D. A network segment that has outbound access to the public Internet.

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/configure-network-interface-edge/#:~:text=In%20a%20single%20interface%20deployment,to%20configure%20a%20static%20route>.

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

How many types of groups are there by default?

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

Correct Answer: C

QUESTION 4

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

Correct Answer: A

QUESTION 5

You just added 53 employees to Genesys Cloud. John Camper emailed you to say that everyone around him received an invitation email to Genesys Cloud, but he didn't. You want John to be able to use the features and functions of Genesys Cloud. What can you do to provide John with his login credentials? (Choose two.)

- A. Resend the invite.
- B. Add John to Genesys Cloud again so that a new invitation will be generated.
- C. Submit a ticket to Genesys Cloud support.
- D. Reset John's password and let him know the password to log in with.
- E. Tell John to be patient and wait for the email to arrive.

Correct Answer: AB

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