



GCP-GC-IMP^{Q&As}

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QUESTION 1

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 2

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/>

QUESTION 3

Choose the types of available Phone Trunks in Genesys Cloud. (Choose two.)

- A. Gateway
- B. SIP
- C. Outbound Proxy
- D. WebRTC

Correct Answer: BD

Reference: <https://help.mypurecloud.com/articles/about-trunks/#:~:text=There%20are%20two%20types%20of,Genesys%20Cloud%3A%20SIP%20and%20WebRTC.>

**QUESTION 4**

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

Correct Answer: CE

Reference: <https://help.mypurecloud.com/articles/create-a-new-location/>

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/>

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