



GCP-GC-IMP^{Q&As}

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QUESTION 1

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

- A. True
- B. False

Correct Answer: A

QUESTION 2

What are two methods for creating a conference call in Genesys Cloud?

- A. With multiple active calls, click and drag an unselected call onto the previously selected call details.
- B. Click the Calls icon, expand the Dialpad, then enter the names or phone numbers of the attendees in the search area and click Start Conference.
- C. Click the Conference button in Genesys Cloud's directory then enter the names or phone numbers of the attendees
- D. Have all attendees call you. When all calls are active, click the Start Conference button.

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/make-conference-call/>

QUESTION 3

Where do you configure the Auto Invite setting to send email invites automatically when users are added?

- A. Admin > Account Settings > Organization Settings
- B. Admin > Account Settings > Organization
- C. Admin > Account Settings > Organization Settings > Settings

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/configure-invite-links/>

QUESTION 4

When creating an external trunk, what protocol(s) can be selected? (Choose three.)

- A. The default protocol
- B. TCP



C. TLS

D. SIP

E. UDP

Correct Answer: BCE

Reference: <https://help.mypurecloud.com/articles/external-trunk-settings/>

QUESTION 5

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

A. You can view both protocol and media capture logs.

B. You cannot view either type of log file.

C. You can view protocol capture logs but not media capture logs.

D. Media capture logs can be read only with the support of customer care.

Correct Answer: AD

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