



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

Genesys Cloud Certified Professional - Implementation

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#### QUESTION 1

What are the operating systems available for Genesys Cloud mobile applications? (Choose two.)

- A. Blackberry OS
- B. IOS
- C. Windows 10 mobile
- D. EOS
- E. Android

Correct Answer: BE

Reference: <https://help.mypurecloud.com/articles/download-mobile-apps-2/>

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#### QUESTION 2

What is the maximum file size that a user can upload into Genesys Cloud Documents?

- A. 10 MB
- B. 100 MB
- C. 2 GB
- D. No Limit

Correct Answer: C

Reference: <https://help.mypurecloud.com/faqs/can-upload/>

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#### QUESTION 3

Where can you find people in your organization and add external contacts to the organization?

- A. Documents
- B. Activity
- C. Directory
- D. Location

Correct Answer: C

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#### QUESTION 4



You want to upload a checklist to Genesys Cloud so that the Adventure Specialists can all access it to use when preparing for a new adventure. Which menu item would you click to start the upload process?

- A. Activity
- B. Chat Icon
- C. Documents
- D. Admin

Correct Answer: D

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#### QUESTION 5

What additional functionality does Communicate brings to Genesys Cloud?

- A. Knowledge base features, such as FAQs and Communities.
- B. Unified Communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.
- C. Call center features such as ACD and scripting.
- D. Directory capabilities, such as advanced search, profiles, and keyword searching.

Correct Answer: A

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