



# PROFESSIONAL-COLLABORATION- ENGINEER<sup>Q&As</sup>

Professional Collaboration Engineer

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### QUESTION 1

A user has traveled overseas for an extended trip to meet with several vendors. The user has reported that important draft emails have not been saved in Gmail, which is affecting their productivity. They have been constantly moving between hotels, vendor offices, and airport lounges.

You have been tasked with troubleshooting the issue remotely. Your first priority is diagnosing and preventing this from happening again, and your second priority is recovering the drafts if possible. Due to time zone differences, and the user's busy meeting schedule, you have only been able to arrange a brief Hangouts Meet with the user to gather any required troubleshooting inputs.

What two actions should be taken on this call with the user? (Choose two.)

- A. Ask the user to send an email to you so you can check the headers.
- B. Record a HAR file of the user composing a new email.
- C. Take screenshots of the user's screen when composing an email.
- D. Use the Email log search in the Admin panel.
- E. Check the Users > App Users Activity report.

Correct Answer: CE

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### QUESTION 2

The CEO of your company heard about new security and collaboration features and wants to know how to stay up to date. You are responsible for testing and staying up to date with new features, and have been asked to prepare a presentation for management.

What should you do?

- A. Download the G Suite roadmap, and work together with a deployment specialist for new features.
- B. Create a support ticket for the G Suite roadmap, and ask to enable the latest release of G Suite.
- C. Subscribe to the G Suite release calendar, and Join the Google Cloud Connect Community.
- D. Change G Suite release track to: Rapid Release for faster access to new features.

Correct Answer: C

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### QUESTION 3

HR informs you that a user has been terminated and their account has been suspended. The user is part of a current legal investigation, and HR requires the user's email data to remain on hold. The terminated user's team is actively working on a critical project with files owned by the user. You need to ensure that the terminated user's content is appropriately kept before provisioning their license to a new user.

What two actions should you take? (Choose two.)



- A. Extend the legal hold on the user's email data.
- B. Move project files to a Team Drive or transfer ownership.
- C. Rename the account to the new user starting next week.
- D. Delete the account, freeing up a G Suite License.
- E. Assign the terminated user account an Archive User license.

Correct Answer: CD

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#### QUESTION 4

Your company has decided to change SSO providers. Instead of authenticating into G Suite and other cloud services with an external SSO system, you will now be using Google as the Identity Provider (IDP) and SSO provider to your other third-party cloud services.

What two features are essential to reconfigure in G Suite? (Choose two.)

- A. Apps > add SAML apps to your domain.
- B. Reconfigure user provisioning via Google Cloud Directory Sync.
- C. Replace the third-party IDP verification certificate.
- D. Disable SSO with third party IDP.
- E. Enable API Permissions for Google Cloud Platform.

Correct Answer: AC

Reference: <https://support.google.com/a/answer/60224?hl=en>

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#### QUESTION 5

Your company recently decided to use a cloud-based ticketing system for your customer care needs. You are tasked with rerouting email coming into your customer care address, `customer@yourcompany.com` to the cloud platform's email address, `your-company@cloudprovider.com`. As a security measure, you have mail forwarding disabled at the domain level.

What should you do?

- A. Create a mail contact in the G Suite directory that has an email address of `yourcompany@cloudprovider.com`
- B. Create a rule to forward mail in the `customer@your-company.com` mailbox to `yourcompany@cloudprovider.com`
- C. Create a recipient map in the G Suite Admin console that maps `customer@your-company.com` to `your-company@cloudprovider.com`
- D. Create a content compliance rule in the G Suite Admin console to change route to `yourcompany@cloudprovider.com`



Correct Answer: B

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