



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

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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

Your organization is concerned with the increasing threat of phishing attacks that may impact users. Leadership has declined to force-enable 2-Step verification. You need to apply a security measure to prevent unauthorized access to user accounts.

What should you do?

- A. Enable Enforce Strong Password policy.
- B. Enable Employee ID Login Challenge.
- C. Decrease the Maximum User Session Length.
- D. Revoke token authorizations to external applications.

Correct Answer: D

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### QUESTION 3

Your company frequently hires from five to ten interns for short contract engagements and makes use of the same generically named G Suite accounts (e.g., user1@your-company.com, user2@yourcompany.com, user3@your-company.com). The manager of this program wants all email to these accounts routed to the manager's mailbox account also.

What should you do?



- A. Setup address forwarding in each account's GMail setting menu.
- B. Set up recipient address mapping in GMail Advanced Settings.
- C. Configure an Inbound Gateway route.
- D. Give the manager delegated access to the mailboxes.

Correct Answer: C

Reference: <https://support.google.com/a/answer/2685650?hl=en>

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#### QUESTION 4

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 care@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 care@your-company.com` mailbox to `yourcompany@cloudprovider.com`
- C. Create a recipient map in the G Suite Admin console that maps `customer care@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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#### QUESTION 5

Your company is in the process of deploying Google Drive Enterprise for your sales organization. You have discovered that there are many unmanaged accounts across your domain. Your security team wants to manage these accounts moving forward.

What should you do?

- A. Disable access to all "Other Services" in the G Suite Admin Console.
- B. Use the Transfer Tool for unmanaged accounts to invite users into the domain.
- C. Use the Data Migration Service to transfer the data to a managed account.
- D. Open a support ticket to have Google transfer unmanaged accounts into your domain.

Correct Answer: C

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