



Free Questions for GCP-GC-IMP by certscare

Shared by Lancaster on 15-04-2024

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Question 1

Question Type: MultipleChoice

What role is needed for a user who is responsible for the deployment and installation of the Genesys Cloud organization?

Options:

- A- Supervisor
- B- admin
- C- employee
- D- User

Answer:

B

Question 2

Question Type: MultipleChoice

Select the Access level permission types for workspace membership. (Choose three.)

Options:

- A- Full Access
- B- Partial
- C- Read Only
- D- Write Only
- E- Contributor
- F- Collaborator

Answer:

A, C, E

Question 3

Question Type: MultipleChoice

You must work closely with before completing configurations for external SIP trunks.

Options:

A- Genesys

B- The Resource Center

C- Your carrier

D- Your designated contact

Answer:

C

Question 4

Question Type: MultipleChoice

Which statements are true regarding the role of Designated Contacts? (Choose three.)

Options:

- A-** Designated Contacts provide the first level of support for their organization.
- B-** Designated Contacts must report any issues to support immediately and let support determine where the issue lies.
- C-** Designated Contacts must troubleshoot an issue to the point that they determine that the problem does not lie within their responsibility.
- D-** Designated Contacts are the only people within an organization with access to the Resource Center.
- E-** Designated Contacts are the only people within the organization who may contact and work with support.

Answer:

A, C, E

Question 5

Question Type: MultipleChoice

To assign extensions to users, you must first

Options:

- A-** Create a pool of extensions.

- B-** Buy the extension number from the carrier.
- C-** Add the extension to the dial plan.
- D-** Assign the extension to the user's phone.

Answer:

A

Question 6

Question Type: MultipleChoice

You have just added a new document to Genesys Cloud so that everyone within the organization can access it when needed. What must you do to ensure that users can find the document when they want to access it?

Options:

- A-** Add meaningful tags to the document.
- B-** Add a priority of "high" to this document.
- C-** Make sure you name the document in a way that is easy to search for.

D- Number the documents in such a way that this one appears at the top of the list.

Answer:

A

Question 7

Question Type: MultipleChoice

Which platform component manage account configuration, directory search, user membership. phone call routing, agent assignment?

Options:

A- Public Interface Services

B- Core Services

C- Communication Services

D- Application Services

Answer:

B

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