



Free Questions for GCP-GC-IMP by dumpsheet

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Question 1

Question Type: MultipleChoice

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

Options:

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

Answer:

B, E

Question 2

Question Type: MultipleChoice

You just added 53 employees to Genesys Cloud. John Camper emailed you to say that everyone around him received an invitation email to Genesys Cloud, but he didn't. You want John to be able to use the features and functions of Genesys Cloud. What can you do to provide John with his login credentials? (Choose two.)

Options:

- A- Resend the invite.
- B- Add John to Genesys Cloud again so that a new invitation will be generated.
- C- Submit a ticket to Genesys Cloud support.
- D- Reset John's password and let him know the password to log in with.
- E- Tell John to be patient and wait for the email to arrive.

Answer:

A, B

Question 3

Question Type: MultipleChoice

How many types of Genesys Cloud Contact Center Licenses are available?

Options:

A- 5

B- 2

C- 3

D- 4

Answer:

C

Question 4

Question Type: MultipleChoice

If you want all your Edges in an Edge group to use the same WebRTC phone trunk, where should you configure that?

Options:

- A-** In the Edges configuration Network Interfaces tab, select Use the following trunks under the Phone Trunks section.
- B-** In the Edges configuration Network Interfaces tab, select Use the following trunks under the External Trunks section.
- C-** In the Edge Groups configuration Network Interfaces tab, select Inherit from Edge Group under the Phone Trunks section
- D-** In the Edges configuration Network Interfaces tab, under the Phone Trunks section, select Inherit from Edge Group and then select WebRTC phone trunk for the respective Edge group.

Answer:

D

Question 5

Question Type: MultipleChoice

When you configure to place a call outside the contact center, is it possible for you to assign a default country code?

Options:

A- Yes

B- No

Answer:

A

Question 6

Question Type: MultipleChoice

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

Options:

A- 10 MB

B- 100 MB

C- 2 GB

D- No Limit

Answer:

C

Question 7

Question Type: MultipleChoice

You want each group to have a place where they can upload, organize, and share documents and files. Which setting would you click to configure this behavior?

Options:

- A- Workspaces
- B- People
- C- Queues
- D- Groups

Answer:

A

Question 8

Question Type: MultipleChoice

You want to have a video chat with Jill and Amelia in the Kayak Guides room. You have clicked on the Open video call icon to initiate the video chat. What else must happen next for the video chat to work?

Options:

- A-** Other participants must also click on the Open video call icon.
- B-** All participants must click on the Join button in the video chat view.
- C-** All participants, except the initiator, must click on the Join button in the chat view.
- D-** Participants automatically placed in the video chat when clicking on the chat room.

Answer:

B

Question 9

Question Type: MultipleChoice

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

Options:

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

Answer:

C

Question 10

Question Type: MultipleChoice

Choose the types of available Phone Trunks in Genesys Cloud. (Choose two.)

Options:

- A- Gateway
- B- SIP

C- Outbound Proxy

D- WebRTC

Answer:

B, D

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