



GCP-GC-IMP^{Q&As}

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QUESTION 1

What are two methods for creating a conference call in Genesys Cloud?

- A. With multiple active calls, click and drag an unselected call onto the previously selected call details.
- B. Click the Calls icon, expand the Dialpad, then enter the names or phone numbers of the attendees in the search area and click Start Conference.
- C. Click the Conference button in Genesys Cloud's directory then enter the names or phone numbers of the attendees
- D. Have all attendees call you. When all calls are active, click the Start Conference button.

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/make-conference-call/>

QUESTION 2

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

- A. Public Interface Services
- B. Core Services
- C. Communication Services
- D. Application Services

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/about-the-genesys-cloud-platform/>

QUESTION 3

Select all the sections for the standard profile page. (Choose five.)

- A. General
- B. Relationships
- C. Contact
- D. Contact Information
- E. Skills and Certifications
- F. HR
- G. Languages



Correct Answer: ABDEF

Reference: <https://help.mypurecloud.com/articles/standard-profile-fields/>

QUESTION 4

How do you represent your organization when you contact the Genesys Cloud support team?

- A. Organization ID
- B. Company Name
- C. Agent Name
- D. ID

Correct Answer: D

QUESTION 5

Where do you add the list of IP or CIDR addresses allowed or denied access to an External or Phone Trunk?

- A. Availability
- B. SIP Access Control
- C. Outbound
- D. Calling

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/configure-sip-access-control/>

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