



# GCP-GC-IMP<sup>Q&As</sup>

Genesys Cloud Certified Professional - Implementation

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### QUESTION 1

Your company has just acquired a new building, and you have been asked to add a new location in Genesys Cloud. What are the prerequisites to check before you add the new location? (Choose two.)

- A. You must know what groups to create for the new location.
- B. You must have images of all the users located at the new location.
- C. You must collect general information that you want displayed for each location, such as: building address, number of floors, location contact information, location images, and floor plan images.
- D. You must have the basic profile data for the users at the new location.
- E. You must have Admin rights for Genesys Cloud

Correct Answer: CE

Reference: <https://help.mypurecloud.com/articles/create-a-new-location/>

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### QUESTION 2

To assign extensions to users, you must first \_\_\_\_\_

- 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.

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/extension-pools/>

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### QUESTION 3

What should you do when a user leaves your organization to maintain high levels of security in the Genesys Cloud product suite?

- A. Reset the user's password.
- B. Rename the user account.
- C. Set the user to Inactive for 30 days, then delete the user account.
- D. Create a role for former users and add the user to that role.

Correct Answer: A

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#### QUESTION 4

Where can you add the preconfigured settings of the phones?

- A. Admin > Telephony > Phone Management > Calls
- B. Admin > Telephony > Phone Management > Phones
- C. Admin > Telephony > Phone Management > Base Settings

Correct Answer: A

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#### QUESTION 5

What type of trunk would you create to connect to an AudioCodes Mediant gateway?

- A. External trunk
- B. Network interface trunk
- C. WebRTC phone trunk
- D. SIP phone trunk

Correct Answer: D

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