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QUESTION 1

As the Workspace Administrator, you have been asked to enable the help desk team to share incoming support requests from end users The help desk team has ten users who need to respond to support requests that are sent to a help desk email address. The users must be able to respond by email and assign ownership of tickets. Finally, the help desk team is highly mobile and will need to manage help desk tickets from their mobile devices. How would you provide this functionality for the help desk team?

A. Configure a Google Group as a collaborative inbox, and assign the required Groups permissions to the help desk team members.

B. Create a help desk Workspace mail account, and set the help desk team as mail delegates to the help desk account.

C. Create the help desk group as a QandA Group, and add the "Manager role to the help desk team users.

D. In Google Drive, create a help desk request form, and give the help desk team the ability to view the inbound requests.

Correct Answer: A

QUESTION 2

Your company (your-company.com) just acquired a new business (new-company.com) that is running their email on-premises. It is close to their peak season, so any major changes need to be postponed. However, you need to ensure that the users at the new business can receive email addressed to them using your-company.com into their on-premises email server. You need to set up an email routing policy to accomplish this.

What steps should you take?

A. Set up an Outbound Mail Gateway to route all outbound email to the on-premises server.

B. Set up accounts for the new employees, and use mail forwarding rules to send to the on-premises server.

C. Set up an Inbound Mail Gateway to reroute all inbound email to the on-premises server.

D. Set up a Default route with split delivery to route email to the on-premises server.

Correct Answer: D

https://support.google.com/a/answer/2685650?hl=en "...If you\\'re migrating to Gmail from a legacy server, use split delivery to test Gmail with a subset of users. During the testing, the MX records for your domain point to Gmail. Users who have been added in the Admin console get messages in their Gmail inboxes. Set up a catch-all routing rule for unregistered users who need to get messages from the legacy mail server."

QUESTION 3

What steps does an administrator need to take to enforce TLS with a particular domain?

A. Enable email safety features with the receiving domain.

B. Set up secure transport compliance with the receiving domain.

C. Configure an alternate secure route with the receiving domain.

D. Set up DKIM authentication with the receiving domain.

Correct Answer: B

https://support.google.com/a/answer/2520500?hl=en#:~:text=Add%C2%A0the%20Secure
%20transport%20(TLS)%20compliance%C2%A0setting%C2%A0to%20always%20use%2
0TLS%20for%20email%20sent%20to%20and%20from% 20domains%20and%20addresses
%20that%20you%20specify.

QUESTION 4

Your company\\'s Chief Information Security Officer has made a new policy where third-party apps should not have
OAuth permissions to Google Drive. You need to reconfigure current settings to adhere to this policy. What should you
do?

A. Access the Security Menu> API Reference > disable all API Access.

B. Access the Security Menu > API Permissions > choose Drive and Disable All Access.

C. Access the Security Menu > API Permissions > choose Drive and Disable High Risk Access.

D. Access Apps > Google Workspace > Drive and Docs > Sharing Settings and disable sharing outside of your domain

Correct Answer: C

Reference: https://support.google.com/a/answer/60781?hl=en

QUESTION 5

HR informs you that a user has been terminated and their account has been suspended. The user is part of a current
legal investigation, and HR requires the user\\'s email data to remain on hold. The terminated user\\'s team is actively
working on a critical project with files owned by the user. You need to ensure that the terminated user\\'s content is
appropriately kept before provisioning their license to a new user.

What two actions should you take? (Choose two.)

A. Extend the legal hold on the user\\'s email data.

B. Move project files to a Team Drive or transfer ownership.

C. Rename the account to the new user starting next week.

D. Delete the account, freeing up a Google Workspace License.

E. Assign the terminated user account an Archive User license.

Correct Answer: BE

https://support.google.com/a/answer/9048836

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