



# PROFESSIONAL-COLLABORATION- ENGINEER<sup>Q&As</sup>

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### QUESTION 1

Your company recently decided to use a cloud-based ticketing system for your customer care needs. You are tasked with rerouting email coming into your customer care address, `customercare@yourcompany.com` to the cloud platform's email address, `your-company@cloudprovider.com`. As a security measure, you have mail forwarding disabled at the domain level.

What should you do?

- A. Create a mail contact in the G Suite directory that has an email address of `yourcompany@cloudprovider.com`
- B. Create a rule to forward mail in the `customercare@your-company.com` mailbox to `yourcompany@cloudprovider.com`
- C. Create a recipient map in the G Suite Admin console that maps `customercare@your-company.com` to `your-company@cloudprovider.com`
- D. Create a content compliance rule in the G Suite Admin console to change route to `yourcompany@cloudprovider.com`

Correct Answer: B

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### QUESTION 2

Your organization is part of a highly regulated industry with a very high turnover. In order to recycle licenses for new employees and comply with data retention regulations, it has been determined that certain G Suite data should be stored in a separate backup environment.

How should you store data for this situation?

- A. Use routing rules to dual-deliver mail to an on-premises SMTP server and G Suite.
- B. Write a script and use G Suite APIs to access and download user data.
- C. Use a third-party tool to configure secure backup of G Suite data.
- D. Train users to use Google Takeout and store their archives locally.

Correct Answer: C

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### QUESTION 3

Your company is in the process of deploying Google Drive Enterprise for your sales organization. You have discovered that there are many unmanaged accounts across your domain. Your security team wants to manage these accounts moving forward.

What should you do?

- A. Disable access to all "Other Services" in the G Suite Admin Console.
- B. Use the Transfer Tool for unmanaged accounts to invite users into the domain.



- C. Use the Data Migration Service to transfer the data to a managed account.
- D. Open a support ticket to have Google transfer unmanaged accounts into your domain.

Correct Answer: C

#### QUESTION 4

Your organization's Sales Department uses a generic user account (sales@company.com) to manage requests. With only one employee responsible for managing the departmental account, you are tasked with providing the department with the most efficient means to allow multiple employees various levels of access and manage requests from a common email address.

What should you do?

- A. Configure a Google Group as an email list.
- B. Delegate email access to department employees.
- C. Configure a Google Group as a collaborative inbox.
- D. Configure a Google Group, and set the Access Level to Announcement Only.

Correct Answer: D

#### QUESTION 5

Your client is a 5,000-employee company with a high turn-over rate that requires them to add and suspend user accounts. When new employees are onboarded, a user object is created in Active Directory. They have determined that manually creating the users in G Suite Admin Panel is time-consuming and prone to error. You need to work with the client to identify a method of creating new users that will reduce time and error.

What should you do?

- A. Install Google Cloud Directory Sync on all Domain Controllers.
- B. Install G Suite Sync for Microsoft Outlook on all employees' computers.
- C. Install Google Cloud Directory Sync on a supported server.
- D. Install Google Apps Manager to automate add-user scripts.

Correct Answer: A

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