

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

Genesys Cloud Certified Professional - Implementation

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**QUESTION 1**

Which statement is true regarding chat rooms in Genesys Cloud?

- A. Notifications can be turned off per room.
- B. There is a maximum of 50 users to a room.
- C. You must have the room\_user permission to use rooms.
- D. Administrators assign people to rooms.

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/set-chat-preferences>

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**QUESTION 2**

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

- A. 5
- B. 2
- C. 3
- D. 4

Correct Answer: C

Reference: <https://help.mypurecloud.com/faqs/what-defines-a-billable-concurrent-user-for-genesys-cloudcontact-center-services/>

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**QUESTION 3**

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 4**

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/>

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**QUESTION 5**

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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