

GCP-GC-IMP^{Q&As}

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QUESTION 1

When you configure to place a call outside the contact center, is it possible for you to assign a default country code?

- A. Yes
- B. No

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/configure-country-codes/>

QUESTION 2

If you want all your Edges in an Edge group to use the same WebRTC phone trunk, where should you configure that?

- A. In the Edges configuration Network Interfaces tab, select Use the following trunks under the Phone Trunks section.
- B. In the Edges configuration Network Interfaces tab, select Use the following trunks under the External Trunks section.
- C. In the Edge Groups configuration Network Interfaces tab, select Inherit from Edge Group under the Phone Trunks section
- D. In the Edges configuration Network Interfaces tab, under the Phone Trunks section, select Inherit from Edge Group and then select WebRTC phone trunk for the respective Edge group.

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/create-edge-group-phone-trunk/>

QUESTION 3

Instant messaging costs are significantly less than long-distance phone conversations.

- A. True
- B. False

Correct Answer: A

QUESTION 4

Which feature is used to share a document of size 1 GB size through chat?

- A. Attach Button
- B. Workspace sharable link
- C. Drag and Drop

D. Add web links

Correct Answer: B

QUESTION 5

Where do you configure the Auto Invite setting to send email invites automatically when users are added?

- A. Admin > Account Settings > Organization Settings
- B. Admin > Account Settings > Organization
- C. Admin > Account Settings > Organization Settings > Settings

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/configure-invite-links/>

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