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Exam : **GCP-GC-IMP**

Title : Genesys Cloud Certified Professional - Implementation

Version : DEMO

1.Which license offers features for organizations that require multi-channel based support, including social media along with Workforce Management in their contact center?
A. Genesys Cloud 1
B. Genesys Cloud 2
C. Genesys Cloud 3
D. Genesys Cloud 4
Answer: B
Explanation:
Reference: https://www.genesys.com/pricing

2.Where can you find people in your organization and add external contacts to the organization?
A. Documents
B. Activity
C. Directory
D. Location
Answer: C

3.How many categories of routing are there in a Call Route under the Call Routing page?
A. 5
B. 4
C. 3
D. 2
Answer: C
Explanation:
Reference: https://help.mypurecloud.com/articles/about-call-routing/

4.You can add more than one outbound route to the contact center.
A. True
B. False
Answer: A
Explanation:
Reference: https://help.mypurecloud.com/articles/create-outbound-route/

5.Where do you add the list of IP or CIDR addresses allowed or denied access to an External or Phone Trunk?
A. Availability
B. SIP Access Control
C. Outbound
D. Calling
Answer: B
Explanation:
Reference: https://help.mypurecloud.com/articles/configure-sip-access-control/