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# Genesys

## GCP-GC-IMP Exam

Genesys Cloud Certified Professional - Implementation

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DEMO  
VERSION (LIMITED CONTENT)

Questions  
& Answers

# Version: 5.0

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**Question: 1**

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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

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**Answer: C**

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Reference: <https://www.genesys.com/pricing>

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**Question: 2**

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Where can you find people in your organization and add external contacts to the organization?

- A. Documents
- B. Activity
- C. Directory
- D. Location

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**Answer: C**

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**Question: 3**

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How many categories of routing are there in a Call Route under the Call Routing page?

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

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**Answer: D**

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Reference: <https://help.mypurecloud.com/articles/about-call-routing/>

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**Question: 4**

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You can add more than one outbound route to the contact center.

- A. True
- B. False

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**Answer: A**

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Reference: <https://help.mypurecloud.com/articles/create-outbound-route/>

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**Question: 5**

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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

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**Answer: B**

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Reference: <https://help.mypurecloud.com/articles/configure-sip-access-control/>

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