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Number: GE0-803
Passing Score: 800
Time Limit: 120 min
File Version: 5.1



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GE0-803

Genesys Certified Professional 8 System Consultant, Voice Platform (GCP8 - CVP)

Version 5.1

Exam A

QUESTION 1

Which of the following standards does GVP 8 support? (Choose five)

- A. BASIC
- B. CCXML
- C. CSharp
- D. HTTP
- E. MRCP
- F. SIP
- G. VoiceXML

Correct Answer: BDEFG

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

You can create and configure MRCP applications, that you plan to integrate with Speech Servers, in both Genesys Configuration Manager and in Genesys Administrator.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 3 Which of the following components listed are considered optional in a GVP 8.1

Solution? (Choose six)

- A. Call Control Platform
- B. IVR Server
- C. Composer
- D. Supplementary Services Gateway
- E. Speech Server
- F. Resource Manager
- G. CTI Connector
- H. Media Control Platform

Correct Answer: ABCDEG

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4 Which of the following statements pertaining to GVP 8 and Resource Manager is NOT true?

- A. All the SIP Resources used within a GVP 8 solution are managed by Resource Manager

- B. Resource Manager allows the operator to configure usage limits of each resource.
- C. Resource Manager monitors the health of each resource.
- D. MCP is a resource type
- E. Reporting Server is a resource type
- F. A Gateway is a resource type

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

GVP 8 supports HTTP and HTTPS.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6 Role Based Access control in GVP 8.1.2 is available only through Genesys Administrator.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7 Which of the following GVP 8 components do NOT support High Availability?

- A. MCP and CCP
- B. Reporting Server
- C. Resource Manager
- D. SIP Server
- E. None of the above. All of these components DO support high availability.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

Composer is based on the Eclipse Web Tools Platform. Therefore, Composer only supports debugging of JSP-based projects and does NOT support debugging of ASP.Net.



- A. True
- B. False

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9 Which types of DNs in SIP Server must be created to forward INVITES to-and-from GVP?

- A. Voice Over IP Service
- B. Extension
- C. Trunk
- D. Trunk Group
- E. All of the above
- F. None of the above

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10 Local Control Agent must be installed on all servers hosting GVP components in order to be monitored by the Genesys Management layer.

- A. True
- B. False

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11 During GVP 8.x configuration, ASR and TTS must be configured with the Call Control Platform IP address and port number.

- A. True
- B. False

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12 You must enable SQL XA Transactions on MS SQL server as a prerequisite for the GVP Reporting Server.

- A. True
- B. False

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13 When configuring GVP 8, which of the following groups of functions can be performed through Genesys Administrator?

- A. Adding New applications, Adding Application templates and creating Roles
- B. Adding New applications, Adding Applications templates and setting user permissions
- C. Viewing Alarms, Monitoring Applications, creating application solutions and changing user permissions
- D. All of the above
- E. None of the above

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14 Which of the following functions does Resource Manager provide in the GVP 8.1.2 environment?
(Choose three.)

- A. Resource Management
- B. VoiceXML interpretation
- C. Session Management
- D. Service Selection



Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15 The components that make up a GVP 8.1.2 implementation can be stopped and started using the Monitoring tab in Genesys Administrator.

- A. True
- B. False

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16 In GVP 8.1.2 there is no mechanism for HA-Hot Standby.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17 When configuring GVP 8.1.2, Metadata can be imported through Genesys Administrator and Configuration Manager.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18 EMPS is used to configure GVP 8.1.2 options and processes.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 19 Composer connects to Configuration Server on start-up for authentication of all Genesys GUI applications.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20 The default Composer Perspective in GVP 8.1.2 includes views with the Project Explorer, Palette, the Block Properties and several editors.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21 In GVP 8.1.2, which of the following items does the Call Dashboard in Genesys Administrator allow to be monitored?

- A. Fetch Performance
- B. Component Utilization
- C. IVR Profile Utilization
- D. Tenant Utilization
- E. All of the above
- F. None of the above

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22 In GVP 8.1.2, you can set and change logging levels using which of the following?

- A. Configuration Manager
- B. Genesys Administrator
- C. Solution Control Interface
- D. All of the Above

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23 When using URL Scan, the location of <Application_Name>.xml is _____.

- A. <EMPS Install Directory>\CN\EMPS\Web\data
- B. <EMPS Install Dir>\CN\openldap\data\genesys
- C. <EMPS Install Dir>\CN\web\did_url_mappings\0200
- D. <EMPS Install Directory>\CN_EMPS\Web\Applications\0200

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24 In a Behind the Switch configuration, the VCS carries out instructions from _____.

- A. IVR Server only, in the form of IVR ServerXML
- B. T-Server only, in the form of TLib Events
- C. Web Server, in the form of VoiceXML
- D. IVR Server client, in the form of XML

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:



QUESTION 25

With an In-Front of the Switch implementation using Genesys Framework, what type of configuration with T-Server is required in Configuration Manager?

- A. IVR Server connects to "Real T-Server", such as Alcatel T-Server, and connects to real Switch over CTI link.
- B. IVR Server connects to "Virtual" T-Server which then connects to Virtual Switch
- C. A T-Server configuration is not required
- D. IVR Server connects to "Virtual" T-Server and connects to Real Switch over CTI link

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26 When planning the sizing and capacity for a GVP deployment, which of the following should be considered?

- A. In-Front or Behind-the-Switch mode of operation
- B. SNMP tools for monitoring network
- C. Expected call volume
- D. Operating system of the web servers

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

**QUESTION 27**

Which of the following MRCP speech vendors does GVP support?

- A. IBM Websphere Voice Server (WVS)
- B. Asterisk
- C. Microsoft
- D. Linux

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28 The process on the VCS/IPCS that starts the other component processes is the _____.

- A. Page Collector
- B. IVR Server Client
- C. Call Flow Assistant
- D. WatchDog

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29 In a single-tenant configuration, all IVR Profiles must be created under the default customer name _____.

- A. GVPOwner
- B. Admin
- C. Genesys
- D. NSP

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30 Prior to installing the VCS software, which of the following must be installed on the computer that hosts the VCS?

- A. Dialogic software
- B. IVR Server
- C. SIP Switch
- D. Voice Application Reporter

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 31

Refer to the PopGateway log entry. What event has occurred?

```
[2005/04/28 19:57:45.984] FBC VxmlUtil.cpp:3481 C=12:L=1:U=321 VXML
Error: event(error), message(Application that is not provisioned to use
ASR is trying to access ASR resource), element(Leaf Document->vxml-
>form1->field1->prompt1 @ http://10.10.9.10/PROMPT1%2Easp), current url
(http://10.10.9.10/PROMPT1%2Easp)
```

- A. The configured IVR Profile was provisioned with ASR Enabled in EMPS.
- B. The configured IVR Profile was not provisioned with ASR Enabled in EMPS.
- C. The configured IVR Profile was provisioned with TTS Enabled in EMPS.
- D. The configured IVR Profile was not provisioned with TTS Enabled in EMPS.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32 Which protocol is used between IVR Server and IVR Server Client ?

- A. IVR XML
- B. IVR VXML
- C. Tlib

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33 What type of request does the Media Gateway send to GVP's SIP Session Manager?

- A. INVITE
- B. ACK
- C. MRCP
- D. T-Events

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34 How many steps are necessary to add a new ivr profile in EMPS?

- A. One step: Click Add New IVR Profile. You can provision on the same screen.
- B. One step: Use the Bulk Provisioning Tool (BPT) to generate the IVR Profile.
- C. Two steps: Click Add New IVR Profile and then provision the IVR Profile.
- D. Three steps: Click Add New IVR Profile, then provision it, and then click on Deploy.



Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35 Which version of the VoiceXML Specification does GVP version 8.0 support?

- A. VoiceXML 1.0
- B. VoiceXML 1.1
- C. VoiceXML 2.0
- D. VoiceXML 3.0

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36 When using the Sun One Directory Server as the LDAP database to store the configuration for GVP, the user name that is required is _____.

- A. cn=Manager
- B. GVPOwner
- C. cn=Directory Manager

D. admin

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37 The IVR Server Client communicates with the IVR Server via _____.

- A. http
- B. IVR Server XML
- C. Telera XML
- D. VoiceXML

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38 The ability to record the caller's speech for application analysis is configured in an IVR Profile within the EMPS and is referred to as _____.

- A. OA&M
- B. EMS Runtime
- C. Enable ASR Transcoding
- D. Enable ASR Logging



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39 What does the log flag *:0x3 stand for?

- A. No logging
- B. Error + warning messages for all modules
- C. Disable all logging
- D. Show all logs for all modules

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

When changing the Custom log level for the Genesys Queue Adapter (GQA) to 1000, what would you see?

- A. Setting this log flag to 1000, you will see I-Server XML normalized messages between IVR Server and I-Server Client (GQA) in the <Reseller>_<Customer>_GQA.log
- B. This restricts the log file size to 1000 lines. A new log file will be generated after reaching this limit.

- C. Setting this log flag to 1000 will allow full level logging messages between IVR Server and IServer Client (GQA) in the <Reseller>_<Customer>_GQA.log.
- D. This sets the log max size to 1000 bytes. The <Reseller>_<Customer>_GQA.log file will rollover and a new log file be generated after reaching this limit.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41 Which of the following components acts as a SIP Proxy to relay SIP messages between a Media Gateway and IPCS?

- A. Arbitrator
- B. PopGateway
- C. SIP Session Manager
- D. Voice Communications Server

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42 A logical group of ports is referred to as a _____.

- A. Telephony Manager
- B. Route
- C. Page Collector
- D. MRCP Client



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

Referring to the I-ServerXML log entry, what is the "CalledNum"?

```
[2005/05/02 19:39:51.161] 6FC ISvrClientGlobalData.cpp:1096
C=14:L=8:U=1000
<?xml version="1.0" encoding="iso-8859-1"?>
<!DOCTYPE GctiMsg SYSTEM "IServer.dtd">
<GctiMsg>
  <CallId>
    {EA006592-F9D0-4287-9AEB-02D579A43226}
  </CallId>
  <NewCall CallControlMode="Network" Version="2.0" >
    <CalledNum>
      01
    </CalledNum>
    <DNIS>
      3693181
    </DNIS>
    <ANI>
      4086266677
    </ANI>
  </NewCall>
</GctiMsg>
```



- A. The ANI that was called
- B. The DNIS of the call
- C. The Dialogic port the call landed on
- D. The web server port the call landed on

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44 MS SQL Server needs to be installed when which of the following features are deployed? (Select all that apply.)

- A. ASR
- B. OBN
- C. Policy Manager
- D. EMS Reporting

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

Which of the following Dialogic tools allow you to customize Dialogic board(s), system settings and TDM bus configurations?

- A. ISDN Trace
- B. Dialogic Configuration Manager
- C. Line Admin
- D. List Boards

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46 The IP Call Manager is composed of SIP Session Manager, Database and _____.

- A. Resource Manager
- B. WatchDog
- C. Telephony Manager
- D. Softphone

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47 Outbound Calling is a feature typically associated with _____ configuration.

- A. An In-Front of the Switch
- B. A Behind the Switch
- C. A VoIP application
- D. An MRCP ASR

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

When Nuance/Speechworks OSR is installed, the variable SWIrunAsClient's value determines if OSR client runs on a separate host than the server. That value is set _____.

- A. Conditionally, as an Environment variable
- B. Manually, as an Environment variable
- C. Automatically, in Speechworks.cfg
- D. Manually, in Speechworks.cfg

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49



What RTP protocol is used for the IPCS SIP interface?

- A. UDP
- B. HTTP
- C. RTSP
- D. FTP

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50 Which GVP application is used to build and test voice applications?

- A. Element Management Provisioning System
- B. IP Call Manager
- C. Voice Application Reporter
- D. Genesys Studio

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51 Which one of the following is NOT a valid deployment option for GVP and VOIP?



- A. Voice Communication Server, Media Gateway, and Genesys SIP Server
- B. Genesys SIP Server, Media Gateway, and IP Communication Server
- C. Media Gateway, IP Communication Server(s), SIP or H.323 Session Manager, Resource Manager, and Polyhedra database
- D. Alcatel OXE 4400 IP (Hybrid PBX), IP Communication Server(s), SIP or H.323 Session Manager, Resource Manager, and Polyhedra database

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

How would you enable/disable anonymous access to the EMPS?

- A. Via IPCS or VCS
- B. Modify GVP.ini file
- C. Via Dialogic
- D. Via IIS settings

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

Which of the following MRCP speech vendors does GVP support?

- A. Asterisk
- B. Nuance
- C. Microsoft
- D. Linux

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54 Where can you change how often the VAR Event Consolidator runs?

- A. You cannot change how often VAR Event Consolidator runs
- B. Within EMPS, under Servers, RPTR, <RPTR name>, ConfigEventC. Locate the Management Tab and change the parameter, "Application Reporter Event Consolidation (minutes)".
- C. On the server running Genesys Studio, click on Build, Configure Reporting.
- D. In the Windows Control Panel, Scheduled Task option

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

For most deployments with VCS configured in Behind-the-Switch mode using Genesys Framework, DNIS is obtained through what mechanism?

- A. VCS request to the T-Server via IVR Server
- B. VCS requests to the Dialogic telephony board
- C. A route point corresponding to the appropriate strategy
- D. VCS request directly to the ACD/PBX

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56 When would you use the Import Server Instance CSV feature in EMPS?

- A. Never. This feature is not available through the EMPS
- B. Any time you want to make a change to any of the parameters in EMPS
- C. You want to start the Watchdog service
- D. When numerous changes are needed with servers or configuration of various components for A server and in conjunction with Genesys Technical Support

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

Which GVP software component is used to configure the various components of GVP including application provisioning?

- A. Element Management Provisioning System
- B. IP Call Manager
- C. Voice Application Reporter
- D. Genesys Studio

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58 The default log level in VCS and/or IPCS is _____.

- A. Error
- B. Warning
- C. Debug
- D. Information

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

**QUESTION 59**

How do you enable the generation of VAR application level call events using application built with Genesys Studio? Assume that VAR client is already installed and that Studio has report blocks in the application.

- A. Reporting is enabled by default, therefore no configuration is required. Application need only contain a START and STOP block.
- B. To enable reporting, select Configure Reporting and complete set VAR parameters and variables using the Reporting Wizard
- C. To enable reporting, the application ensure that a Sub CallFlow block is used within the application.
- D. To enable reporting, the application ensure that a Statistics block is used within the application.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60 When troubleshooting a call failure and there is a slow busy signal, what action would you take?

- A. Check all the voice circuits on that server.
- B. Make sure that GVP.ini localconfig is set to 1
- C. Troubleshoot the problem with the carrier
- D. Check the Netmgt.log file

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61 By default, how long are GVP log files kept on disk?

- A. 1 day
- B. 1 week
- C. 10 days
- D. As long as disk space permits

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

Based on the Popgateway1.log shown, what event occurred?

```
http://10.10.9.10/key1.vxml?NEXTACTION=START&ANI=$ani&DID=1646
&SESSIONID={D660C102-14F2-4DE3-B4E9-
082529788E7A}&ScriptID=$sid&ScriptData=$scriptdata$ parsing
error [not well-formed (invalid token) at line 4], dumped to
[C:\CN\temp\xml6.tmp]
[2005/02/23 20:59:47.203] E40 BeginSession.cpp:546
C=12:L=1:U=321 Exception caught within
<ACCEPT CALL>.Execute:URL is
http://10.10.9.10/key1.vxml?NEXTACTION=START&ANI=$ani&DID=1646
&SESSIONID={D660C102-14F2-4DE3-B4E9-
082529788E7A}&ScriptID=$sid&ScriptData=$scriptdata$
[2005/02/23 20:59:47.203] E40 TxmlPageInterpreter.cpp:351
C=3:L=1:U=0 Error while executing TXML page: type = 6, error =
not well-formed (invalid token) at line 4
, url
```



- A. WatchDog service is stopped
- B. Syntax error in the application code
- C. Web Server failure
- D. Text to Speech server is not available

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63 Which of the following characters should NOT be included in a GVP hostname?

- A. Dollar-sign \$
- B. Underscore _
- C. Hyphen D. At-sign @

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64 Which VCS/IPCS component controls the TDM telephony or IP Telephony interfaces?

- A. PopGateway
- B. Page Collector
- C. MRCP Client
- D. Net Management

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65 Where is the default location of the DNIS Application Mapping Files?

- A. <install dir>\CN\data
- B. <install dir>\CN\web\dispenser\spd_data
- C. <install dir>\CN\config
- D. http://EMPS:9810/spm

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 66 Which of the following third-party products must be installed on any host where EMPS will be accessed via a browser?

- A. Java SDK
- B. MS XML Parser
- C. Java Runtime Environment (JRE)
- D. SQL Client Libraries

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

In In-Front configuration, which tags are sent by the IVR Server Client to IVR Server to inform it that a call has arrived?

- A. <NewCall><CallInfoReq><CallInfoResp>
- B. <NewCall><DNIS>xxxx</DNIS><ANI>yyyy</ANI></NewCall>
- C. <NewCall><DNIS>xxxx</DNIS></NewCall>
- D. <NewCall><UDataGet><UDataResp>

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68 What effect does the WatchDog have on logging?

- A. If the WatchDog is not running only the watchdog log will exist
- B. Restarting the WatchDog removes all old logs and creates new ones
- C. If the WatchDog is not running no logging by any process will take place
- D. The WatchDog creates all other process logs

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69 Which GVP IP Call Manager components handle SIP messages and allocate IPCS(s) for terminating RTP streams?

- A. EMPS and LDAP Server
- B. Login Server and CSM
- C. Resource Manager and Session Manager
- D. EMPS and Voice Communication Server

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 70

When your GVP deployment requirements include TDM, Speech Recognition, and Text to Speech using MRCP, which of the following would need to be installed (and not necessarily in this order)?

- A. GVP VCS and Dialogic Software
- B. GVP VCS only. No third party software required.
- C. GVP VCS, Dialogic Software, ASR, TTS and Media Gateway
- D. GVP VCS, Dialogic Software, ASR, TTS, and MRCP Server

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

When your GVP deployment requirements include SIP, Speech Recognition, and Text to Speech using MRCP, which of the following would need to be installed (and not necessarily in this order)?

- A. GVP IPCS and Dialogic Software
- B. GVP VCS, ASR and TTS
- C. GVP IPCS, MRCP Server, ASR, and TTS
- D. GVP VCS, MRCP Server, and TTS engine

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72 Which of the following features can be changed using the Element Management System (EMS) GUI when monitoring a VCS?

- A. The log level for each process
- B. The default directory for logging
- C. The Behind or In-Front configuration for that particular VCS
- D. The speech recognition vendor for that particular VCS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

Which process of EMPS communicates with the dispenser?

- A. SPS A-Self-Service Provisioning Server
- B. SPM A-Self-Service Provisioning Manager
- C. SCI - Solution Control Interface
- D. SCA - Self-Service Configuration Agent

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 74

When you make a change to a parameter, such as PopGateway, Route1, Route Type - from InBound to OutBound, what needs to happen for this change to go into effect?

- A. Restart WatchDog
- B. No need to restart anything. New parameter value goes into effect immediately
- C. Restart the EMPS
- D. Restart MRCP Server

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 75 Is ISCC function used by IVR-TServer in network mode? Choose the best statement.

- A. Yes because the IVR is like a second site
- B. No because the IVR is integrated in the real site
- C. No because ISCC function doesn't exist in IVR-TServer

Correct Answer: A



Section: (none)

Explanation

Explanation/Reference:

QUESTION 76 The web server in a GVP solution must _____.

- A. Not be windows-based
- B. Be http compliant such that it can generate VoiceXML
- C. Be Apache if using Java Server Pages on a Windows-based web server
- D. Be running Windows 2000 Professional

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 77 Which are the typical components of a VOIP SIP solution?

- A. IP Communication Server, Telephony Board, and CTI-Link
- B. Voice Communications Server, Media Gateway, and IP Communication Manager
- C. IP Communication Server, SIP Session or H.323 Session Manager, Resource Manager, and Polyhedra database
- D. IP Communication Manager, Media Gateway and Telephony Board

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 78 In an In-Front of the Switch configuration using Genesys Framework, _____.

- A. The VCS receives all call routing information from the strategy
- B. The DNIS must be delivered to the VCS with the call. A connection with the IVR Server is required
- C. A connection with the IVR Server is required
- D. ANI is required to initiate or begin the call.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 79 When installing EMPS, the core components (common) are NOT required. True or False?

- A. TRUE
- B. FALSE

Correct Answer: B

Section: (none)

Explanation



Explanation/Reference:

QUESTION 80

The DNIS.xml provides _____.

- A. The Primary Application URL
- B. All application configuration information but no process information
- C. The address of the IVR Server
- D. The URL path to the <Application_Name>.XML

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 81

Please refer to the log message CALL DROPPED. What should be done to ensure the next call to the same phone number would work?

```
ps5-hstn07 - (PopGateway2) Bookspan {CAFD18C6-5486-11D5-AC33-00508B72CAFA} CALL_DROPPED : REASON: Primary WAS Failure. No Backup WAS Provisioned. ANI= DID=1628 TollFreeNum=3330515225 Application=Bookspan SessionID={CAFD18C6-5486-11D5-AC33-00508B72CAFA} LastError=BAD_XMLPAGE LastErrorString=no element found at line 9
```

- A. Restart the VCS
- B. Restart the WebServer
- C. Check and regenerate the code for the VoiceXML application
- D. Provision the phone number in VPM



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 82 The purpose of the Media Gateway is to _____.

- A. Process VoiceXML pages
- B. Process ASP pages
- C. Process TDM calls
- D. Perform the conversion between TDM voice to Voice over Internet Protocol (VoIP) and back again

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 83 Which is NOT a feature of a GVP In-Front of switch configuration?

- A. Operator Hang up detect
- B. Transfer caller entered data

- C. Whisper to Agent
- D. Treating missing DNIS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 84 Which component within a VOIP SIP solution "fetches" the application profile from the Provisioning System based on the Dialed Number or URI when there is more than one IP Communication Server?

- A. Arbitrator process
- B. Resource Manager by accessing the Polyhedra Database
- C. PopGateway by communicating to the Dialogic board
- D. SIP or H.323 Session Manager

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 85 The Voice Communication Server (VCS) processes _____ calls.

- A. VoIP
- B. IPCS
- C. Web-based GUID. TDM

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 86 A customer trigger application is associated with _____.

- A. VAR
- B. EMPS
- C. OBN
- D. Behind-the-Switch configuration

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 87 After WatchDog is started, GVP.ini file contains _____.

- A. No configuration information for VCS/IPCS processes



- B. Application specific configuration information such as DNIS
- C. The configuration information for VCS/IPCS processes, such as default log levels
- D. Only Dialogic configuration information

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 88 A Primary Voice Application URL is required when provisioning the IVR Profile. The Primary Voice Application CANNOT include _____.

- A. The fully qualified name of the web server that hosts the application
- B. The numeric IP address of the web server that hosts the application
- C. The name of the first page of the voice application
- D. The path to the <Application Name>.XML file

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 89 In a Behind-the-switch configuration, what strategy element causes Resource Manager to select an IPCS?

- A. Target Selection object
- B. DeliverToIVR function
- C. IVR treatment
- D. PlayApplication treatment



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 90

Refer to the I-Server client log entry. What event might have occurred to cause this log entry?

```
[2005/11/18 14:25:28.015] A54 ISvrClientGlobalData.cpp:893  
C=14:L=1:U=1409 Could not create a socket with values [  
Server='192.168.1.163' Port=9090 Error='Could not initialize CNSocket:  
0x8004274d']
```

- A. IVR Server Client or Genesys Queue Adapter cannot connect to the IVR Server.
- B. CNSocket has already been initialized
- C. Wrong Dialogic port was selected
- D. VCS/IPCS has not yet been installed

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 91 Under what circumstances it is appropriate to deploy an IP Call Manager?

- A. Three or more VCS's
- B. An IPCS and a VCS on the same computer
- C. An IPCS deployed on the same computer as the EMPS
- D. Two or more IPCS's

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 92 When deploying multiple instances of IPCS, which IP address would need to be specified in the configuration in order for the two or more IPCS to properly register their resources and receive calls?

- A. Local IP address
- B. SQL Server
- C. Primary Call Manager
- D. Media Gateway IP address

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 93 The Internet Protocol Communication Server (IPCS) processes _____ calls.

- A. SIP
- B. HTML
- C. TDM
- D. EMPS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 94 Which of the following statements is NOT true. Voice applications used in GVP _____.

- A. Can be built through the Genesys Studio development tool
- B. Must be VoiceXML 2.0/2.1 compliant
- C. Must reside on the Voice Communication Server (VCS)
- D. Can be written in native VoiceXML

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 95 Which tag is sent by IVR Server Client to IVR Server in Behind configuration to ask the ANI and DNIS ?

- A. No tag sent because IVR Server already had them at time call was initialized.
- B. <CallInfoReq>
- C. <GetStatReq>
- D. <CallInfoResp>

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 96

Based on the Popgateway1.log shown, what is the logging level?

```
[2004/03/26 07:41:42.796] 8E8 IPageCollectorProxy.h:41 C=22:L=8:U=98  
getPage: http://10.10.10.76:8182/ VXMLstudioSimulation/PROMPT1.jsp]
```

- A. Debug
- B. Error
- C. Warning
- D. Custom



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 97

There is a three-part hierarchy regarding tenancy:Resellers/customers/IVR Profiles. In a singletenant installation, the default configuration is Reseller=GVPOwner, Customer=AdminTrue or False.

- A. TRUE
- B. FALSE

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 98 In GVP log files, what timezone are the timestamps in?

- A. Local timezone of the GVP server
- B. UTC/GMT
- C. WST
- D. EST

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99 The Voice Application Reporter (VAR) requires _____.

- A. A client installed on the VCS
- B. An application to reside on the VAR Server
- C. A Microsoft SQL Server
- D. An abandoned threshold to be set up in the Application Profile in the EMPS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100

Please refer to the log message Xmlpage_NotFound. What should be done to ensure the next call to the same phone number will work?

```
[2008/12/19 12:20:41.796] 14B0 XMLData.cpp:2552  
C=12:L=1:U=321:D=E_12_234 Trap Sent:The ErrorString is  
:XMLPAGE_NOTFOUND : File was not found ErrorURL:  
http://dev2.qa.genesyslab.com:80/did_url_mappings/6507225405.xml;  
CCThread:Inbound PortNumber:1
```



- A. Restart the VCS
- B. Restart the WebServer
- C. Check and regenerate the code for the VoiceXML application
- D. Provision the phone number through EMPS

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 101

The <DNIS>.XML and <Application_Name>.xml files are generated when _____.

- A. A call arrives at the VCS
- B. An application is created and configured in EMPS
- C. The WatchDog on the EMPS is restarted
- D. Requested by the IVR Server

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 102 To bring up the 9810 listener window in EMPS you need to expand Server, CORE, click on <ServerName> and then follow which links?

- A. Right-click on the Server and view
- B. Click link for Network Management GUI to open the 9810 listener
- C. Click the link for Server Explorer to open the 9810 listener
- D. There are no available links for the 9810 listener window in the EMPS.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 103 The GVP VoiceXML application logic resides on _____.

- A. A web server
- B. The VCS
- C. The VPM
- D. The IPCM

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 104 When the parameter localconfig is set equal to 1 (localconfig = 1) in GVP.ini, the WatchDog service will _____.

- A. Not read the local GVP.ini file, using the latest configuration contained in the LDAP database for the VCS/IPCS parameter settings
- B. Read the local GVP.ini file for the VCS/IPCS parameters, not using use the latest configuration contained in the LDAP database.
- C. Read the local watchdog.ini file for the VCS/IPCS parameters, not using use the latest configuration contained in the LDAP database.
- D. Read the local EMPS.ini file for the VCS/IPCS parameters, not using use the latest configuration contained in the LDAP database.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 105 The <Application_Name>.xml files provides all of the _____.

- A. VCS configuration information
- B. Voice application information
- C. IPCS configuration information
- D. Web server configuration information

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 106 The IVR Server Client is installed on A _____.

- A. VCS/IPCS
- B. EMPS
- C. IPCM

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 107

How are VoiceXML pages produced during a GVP call session?

- A. Web application server generates VoiceXML when processing asp or jsp pages
- B. VCS or IPCS produce VoiceXML when the call is initiated
- C. EMPS produces VoiceXML when the request comes in
- D. IPCS creates the VoiceXML when it relays SIP messages

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 108 Which of the following statements regarding the integration of GVP and Outbound Contact Server (OCS) is correct?

- A. Outbound Contact integrated with GVP provides the ability for Outbound Contact Server (OCS) to trigger outbound calls, which are dialed using GVP, and to receive responses and results
- B. Call Progress Detection (CPD) using an IP Communication Server (IPCS) requires Dialogic software, known as Host Media Processing (HMP)
- C. GVP can be configured in either IVR-in-Front or IVR-Behind modes
- D. All of the above
- E. None of the above

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 109 IVR Server provides the ANI and DNIS to IVR Server Client in a _____.

- A. In-Front configuration
- B. Network configuration
- C. Behind configuration

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 110 The default directory where Code Tracer accesses the asp or jsp files from is _____.

- A. C:\inetpub\wwwroot
- B. C:\inetpub\wwwroot\Code Tracer
- C. C:\Program Files\GCTI\Voice Platform Studio\Code Tracer
- D. C:\Program Files\GCTI\Voice Platform Studio\TEMP

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 111 What is the maximum size and number of files that can be locally cached using Cnlnet?

- A. No limit and 8,192 files
- B. No limit and 65,536 files
- C. 1 GB and 16,384 files
- D. 4 GB and 16,384 files

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 112 Which is the valid dialing mode for Outbound Contact campaigns when using GVP?

- A. Predictive
- B. Power GVP
- C. Push Preview
- D. Progresssive

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 113 Which of the following content should be considered for caching?

- A. Active Server Pages
- B. Vox files
- C. Java Server Pages
- D. Java Beans

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 114 Under what circumstances is a username and password required to access the EMPS?

- A. Never. By default, a username and password is not required since EMPS is only used for monitoring purposes.
- B. Always. When opening EMPS Login screen, the system will require users enter their username and password.
- C. Only when the EMPS is being accessed from a remote workstation. You are automatically authenticated and can log in from a local machine.
- D. Only when using SunOne Directory Server because OpenLDAP has no built-in security for the EMPS login screen.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 115

EMPS stores all of its configuration information in a Structured Query Language (SQL) format, such as MSSQL or Oracle. True or False?

- A. TRUE
- B. FALSE

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 116

Refer to the TTS: MRCP Configuration screen. Your GVP deployment requires Text to Speech (TTS) using MRCP. During GVP installation, you will be presented with this screen. What needs to be done?



- A. The MRCP URL value, Localhost needs to be replaced with the fully qualified domain name (FQDN) of the MRCP server and then click Next to continue
- B. Nothing, everything looks fine. Click Next to continue
- C. Delete the MRCP URL and then click Next to continue

D. The installation has completed. Just click Cancel to end the installation

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 117 Which of the following statements regarding log levels for GVP components is NOT correct?

- A. Log levels can be set via the EMPS.
- B. Log levels can be set through the VCS/IPCS Monitor (9810 Website)
- C. Log levels can be set through the IIS 5.0/6.0 Management Console.
- D. VCS/IPCS Configuration through the GVP.ini file

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 118 Which of the following files is an example of a file that is installed into \CN\web\did_url_mappings\2.0?

- A. GVPOwner_Admin_<IVRProfile>.xml
- B. 5453.xml
- C. Database.xml
- D. Start.asp



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 119 In most deployment options, the IVR Server Client or Genesys Queue Adapter (GQA) resides on the _____.

- A. IP Communications Server
- B. Element Management Provisioning System
- C. Web Server
- D. Configuration Server

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 120 Is it necessary to declare and configure IVR-TServer in CME when the IVR is in a Behind configuration? Choose the best statement.

- A. It is not necessary to declare it in CME

- B. It must be declared to configure the IVR Server options (gli_server_group_1, IServer etlServerGLMSap)
- C. It must be declared because it is a part of IVR Server. But it have not to be configured

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 121

Based on the Popgateway1.log shown, what event occurred?

```
[2005/04/28 19:44:21.296] D18 XMLData.cpp:4229 C=12:L=1:U=311  
Exception::DownloadFile: http://vwcs1/Voxfiles/en/grandprize.vox  
  
[2005/04/28 19:44:21.296] D18 Playlist.cpp:1533 C=12:L=2:U=320  
Playlist::downloadAudio Failed to download audio
```

- A. "Grandprize.vox" failed to download. No audio file was played.
- B. The caller hung up
- C. The voice application crashed. No more pages were fetched from web server.
- D. Speech recognition was not successful

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 122 Refer to the CTI Property tab in the Provisioning IVR profile section in the EMPS. The Default Route Number is used when _____.

- A. IVR Server is unable to contact the Solution Control Interface (SCI)
- B. IVR Server is unable to contact the Universal Routing Server (URS), or when the URS is unable to find an agent number to which it can route the call
- C. IVR component, specifically Genesys Queue Adapter (GQA), cannot communicate with SCS.
- D. IVR Server component cannot communicate with the Web Server

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference: