

# Genesys

## Exam GE0-803

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

Version: 7.1

**[ Total Questions: 122 ]**

**Question No : 1**

The IVR Server Client communicates with the IVR Server via \_\_\_\_\_.

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

**Answer: B**

**Question No : 2**

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

**Answer: C**

**Question No : 3**

When configuring GVP 8.1.2, Metadata can be imported through Genesys Administrator and

Configuration Manager.

- A. True
- B. False

**Answer: B**

**Question No : 4**

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

**Answer: D**

**Question No : 5**

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

**Answer: D**

**Question No : 6**

Which types of DN's 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

**Answer: C**

**Question No : 7**

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

- A. True
- B. False

**Answer: A**

**Question No : 8**

The GVP VoiceXML application logic resides on \_\_\_\_\_.

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

**Answer: A**

**Question No : 9**

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

**Answer: B**

**Question No : 10**

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.

**Answer: B**

**Question No : 11**

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

- A. True
- B. False

**Answer: B**

**Question No : 12**

The IVR Server Client is installed on A \_\_\_\_\_.

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

**Answer: A**

**Question No : 13**

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.

**Answer: C**

**Question No : 14**

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

**Answer: D**

**Question No : 15**

IVR Server provides the ANI and DNIS to IVR Server Client in a \_\_\_\_\_.

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

**Answer: C**

**Question No : 16**

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

**Answer: B**

**Question No : 17**

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

**Answer: C**

**Question No : 18**

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.

**Answer: B**

**Question No : 19**

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

**Answer: A**

**Question No : 20**

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.

**Answer: B**

**Question No : 21**

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

**Answer: A**

**Question No : 22**

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

**Answer: D**

**Question No : 23**

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