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QUESTION & ANSWER

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Exam : **GE0-703**

Title : GCP7 - Consultant, Voice
Enterprise Edition

Version : Demo

1. 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

Answer: A

2. 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

3. Which version of the VoiceXML Specification does GVP version 7.5 support?

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

Answer: C

4. The GVP VoiceXML application logic resides on _____.

- A. a web server
- B. the VCS
- C. the VPM
- D. the IPCM

Answer: A

5. 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

Answer: A

6. The Voice Communication Server (VCS) processes _____ calls.

- A. VoIP
- B. IPCS
- C. Web-based GUI
- D. TDM

Answer: D

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

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

Answer: A

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

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

Answer: A

9. 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

Answer: D

10. 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

Answer: B

11. 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

Answer: B

12. 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

Answer: B

13. 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

Answer: D

14. 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

Answer: B

15. In the <Application_Name>.xml file, the IVRTimeout value determines _____.

- A. how long URS waits for the response from web server before timing out and trying default routing target.
- B. how long VCS/IPCS waits for the response from web server before timing out and attempting to reach the Backup IVR URL.
- C. how long GQA waits for the connection with the IVR Server before using the Backup IVR URL.
- D. how long VCS/IPCS waits for the response from web server before timing out and attempting to reach the Primary IVR URL.

Answer: B

16. 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

Answer: A

17. 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

Answer: D

18. 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

19. 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

Answer: D

20. 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

21. Which VCS/IPCS component controls the TDM telephony or IP Telephony interfaces?

A. PopGateway

B. Page Collector

C. MRCP Client

D. Net Management

Answer: A

22. Which of the following are Windows prerequisites for VCS?

A. there are no Windows prerequisites

B. Active Directory

C. IIS and SNMP

D. SQL Server

Answer: C

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

A. Telephony Manager

B. Route

C. Page Collector

D. MRCP Client

Answer: B

24. 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

Answer: A

25. 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
- C. a connection with the IVR Server is required
- D. ANI is required to initiate or begin the call.

Answer: B

26. 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

27. 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

Answer: A

28. 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

29. 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

Answer: C

30. 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.

Answer: B