

Exam : Genesys GE0-703

**Title : GCP7 - System Consultant
Voice Platform**

Version : Demo

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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. 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

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

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