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GE0-803^Q&As

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

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QUESTION 1

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 Adapater 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

QUESTION 2

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

QUESTION 3

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

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QUESTION 4

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

A. TRUE

B. FALSE

Correct Answer: B

QUESTION 5

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

QUESTION 6

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

QUESTION 7

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

A. Error

B. Warning

C. Debug

D. Information

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Correct Answer: B

QUESTION 8

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

QUESTION 9

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

QUESTION 10

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

QUESTION 11

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, , ConfigEventC. Locate the Management Tab and change the parameter, "Application Reporter Event Consolidation (minutes)".

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C. On the server running Genesys Studio, click on Build, Configure Reporting.

D. In the Windows Control Panel, Scheduled Task option

Correct Answer: D

QUESTION 12

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

QUESTION 13

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

QUESTION 14

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

A. True

B. False

Correct Answer: B

QUESTION 15

GVP 8 supports HTTP and HTTPS

A. True

B. False

Correct Answer: A

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