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(GCP8 - CVP)

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QUESTION 1

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

QUESTION 2

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

QUESTION 3

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

QUESTION 4

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 5

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

QUESTION 6

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

QUESTION 7

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

QUESTION 8

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

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

Correct Answer: A

QUESTION 9

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

QUESTION 10

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 11

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

QUESTION 12

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

QUESTION 13

GVP 8 supports HTTP and HTTPS

A. True

B. False

Correct Answer: A

QUESTION 14

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 et IServerGLMSap)

C. It must be declared because it is a part of IVR Server. But it have not to be configured

Correct Answer: B

QUESTION 15

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

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