

# GE0-807<sup>Q&As</sup>

Genesys Certified Professional 8 - System Consultant, Outbound Voice

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## QUESTION 1

Noting the subtle differences, which of the following is the correct format for the SIP INVITE as per RFC 4240?

- A. sip:annc@;play=[:]
- B. slp:annc@:play=[:]
- C. sip:annc@:play=[:]
- D. sip:annc@ play=[:]

Correct Answer: D

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## QUESTION 2

What Type of DN has to be created for SIP Server or Media Server integration using MSML?

- A. Trunk Group
- B. Voice over IP Service
- C. Routing Point
- D. Communication DN
- E. Voice over IP Port
- F. No DN is necessary. Just the SIP Server option "msml-support=true" needs to be set

Correct Answer: B

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## QUESTION 3

Which statement is correct?

- A. When using SIP Server with Framework 8, Genesys recommends that you Install SIP Server and Media Server on the same server to improve performance.
- B. The configuration wizards for all of the Genesys products can be installed from the Framework 8 Installation Media.
- C. Customers who have a legacy PBX deployed and now want to deploy GenesysFramework 8 with Genesys SIP Server will need to dismantle their legacy infrastructure prior to deploying SIP.
- D. Genesys Administrator is used to provision applications in Framework 8.

Correct Answer: B

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## QUESTION 4

What does 3PCC mean?

- A. All call handling actions (answer, hold, initiate transfer, etc.) are performed on the SIP endpoint
- B. All call handling actions (answer, hold, initiate transfer, etc.) are performed on the multiple PCs (In this case 3 PCs)
- C. T-lib signaling takes over SIP signaling, so third party application such as Agent Desktop can transfer VoIP packets to SIP Server and back using T-lib
- D. A T-lib client such as Agent Desktop can control a call which is actually between other parties such as SIP endpoints

Correct Answer: D

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## QUESTION 5

Which of the statements about gcti DNs is correct? (Choose 2 answers)

- A. GctiDN must have a name in the following format: '\\gcti: :XXX\\' where XXX is the type of functionality presented by this DN
- B. Gcti DN must have in a Annex tab '\\TServer\\' Section an option service-type with following value: gcti::XXX\\' where XXX is the type of functionality presented by this DN
- C. Gcti DN must be a VoIP Service DN type only
- D. Gcti DN can be a VoIP Service DN type
- E. Gcti DN can be a Trunk

Correct Answer: BD

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## QUESTION 6

Which of these components has the functionality of a redirect server? Choose 2 answers

- A. T Server
- B. SIP Server
- C. Network SIP Server
- D. Media Server

Correct Answer: BD

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## QUESTION 7

For remote supervision what DN must be configured?

- A. gcti::supervisor

- B. gcti::park
- C. gctl::record
- D. No Additional DNSs need to be configured

Correct Answer: A

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## QUESTION 8

What is the response to REFER when the REFER method is used?

- A. 200 OK
- B. 202 Accepted
- C. 183 session in Progress
- D. C ACK
- E. C NOTIFY

Correct Answer: A

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## QUESTION 9

What does 1PCC mean?

- A. All call handling actions (answer, hold, initiate transfer, etc.) are performed on the SIP endpoint
- B. All call handling actions (answer, hold, initiate transfer, etc.) are performed on the same PC (no Hardware endpoint can be used)
- C. A T-lib client such as Agent Desktop can control a call which is actually between other parties such as sip endpoints
- D. Both, SIP endpoint and T-lib client such as Agent Desktop has to be integrated in one application

Correct Answer: A

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## QUESTION 10

Which statement is true?

- A. Recording is not possible from a routing strategy.
- B. If busy treatments are played from a routing strategy while Customer is waiting for an available Agent, as soon as a target is available, the busy treatment is stopped.

Correct Answer: B

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## QUESTION 11

Which Genesys component is used to load balance between multiple SIP Servers?

- A. Load Distribution Server
- B. SIP Server
- C. Network SIP server
- D. Media Server

Correct Answer: C

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## QUESTION 12

You have 3 separate remote sites using SIP technology without P8X. One location has one MOH and one MCU server, second location has a one MOH and one treatment server and third site has one MOH and one recording Media Server installed. The whole contact center has a rate of 30calls/sec. What is the minimal number of Network SIP servers needed for this installation?

- B. 1
- C. 2
- D. 3

Correct Answer: C

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## QUESTION 13

Which is the valid value from the SDP portion of the re-INVITE message if a call is requested to be put on hold?

- A. m=audio 0 RTP/AVP hold
- B. a=rtpmap:0 hold
- C. a=sendrecv
- D. c=IN IP 0.0.0.0
- E. C=INIP 192.168.1.199

Correct Answer: D

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## QUESTION 14

When using Genesys Media Server, which of the following are the two types of supported media interfaces? (Choose 2 answers)

- A. ADSL

- B. NETANN
- C. MSML
- D. KVM / USB

Correct Answer: BC

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## QUESTION 15

Which of the following is SIP Server deployment modes used with a Framework 8 solution? Choose 3 answers

- A. Stand Alone Mode
- B. Application Server Mode
- C. Multimedia Mode
- D. Customer Side Proxy Mode
- E. CTI Mode

Correct Answer: ABD

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