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Question 1

Which is NOT a feature of a GVP In-Front of switch configuration?

Options:

A- Operator Hang up detect

B- Transfer caller entered data

C- Whisper to Agent

D- Treating missing DNIS

Answer:

D

Question 2

The purpose of the Media Gateway is to _____.

Options:

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

Answer:

D

Question 3

Question Type: MultipleChoice

Please refer to the log message CALL DROPPED. What should be done to ensure the next call to the same phone number would work?

```
ps5-hstn07 - (PopGateway2) Bookspan {CAFD18C6-5486-11D5-AC33-
00508B72CAFA} CALL_DROPPED : REASON: Primary WAS Failure. No Backup WAS
Provisioned. ANI= DID=1628 TollFreeNum=3330515225 Application=Bookspan
SessionID={CAFD18C6-5486-11D5-AC33-00508B72CAFA} LastError=BAD_XMLPAGE
LastErrorString=no element found at line 9
```

Options:

A- Restart the VCS

B- Restart the WebServer

C- Check and regenerate the code for the VoiceXML application

D- Provision the phone number in VPM

Answer:

C

Question 4

Question Type: MultipleChoice

The DNIS.xml provides _____.

Options:

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

Question 5

Question Type: MultipleChoice

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

Options:

A- TRUE

B- FALSE

B

Question 6

Question Type: **MultipleChoice**

In an In-Front of the Switch configuration using Genesys Framework, _____.

Options:

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

Question 7

Which are the typical components of a VOIP SIP solution?

Options:

A- IP Communication Server, Telephony Board, and CTI-Link

B- Voice Communications Server, Media Gateway, and IP Communication Manager

C- IP Communication Server, SIP Session or H.323 Session Manager, Resource Manager, and Polyhedra database

D- IP Communication Manager, Media Gateway and Telephony Board

Answer:

C

Question 8

The web server in a GVP solution must _____.

Options:

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

Answer:

B

Question 9

Question Type: **MultipleChoice**

Is ISCC function used by IVR-TServer in network mode ? Choose the best statement.

Options:

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

Question 10

Question Type: **MultipleChoice**

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?

Options:

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

Question 11

Question Type: MultipleChoice

Which process of EMPS communicates with the dispenser?

Options:

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

Question 12

Question Type: MultipleChoice

Which of the following features can be changed using the Element Management System (EMS) GUI when monitoring a VCS?

Options:

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