Genesys GE0-807 Practice Questions

Shared by Mejia on 26-10-2026

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Question 1

Question Type: MultipleChoice

You have 3 separate remote sites using SIP technology without PBX. 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 SIP servers to be installed?

Options:

A- 0
B- 1
C- 2
D- 3

Answer:

C

Question 2

Question Type: MultipleChoice

Which statement is correct?

Options:

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.

Answer:

B

Question 3

Question Type: MultipleChoice

In a SIP direct call setup, what message does the originating UAC send to the UAS of the recipient?

Options:

A- INVITE
B- Ringing
C- ACK
D- OK

Answer:

A

Explanation:

file:///C:/Users/AbDullah/Downloads/CCVP%20CVOICE%20Self-Study%20Guide%20Chapter%205.pdf (See the Page #54, 1st Point).

Question 4

Question Type: MultipleChoice

Which option best are valid parameters of the Announcement Treatment? (Select 2 answers)

Options:

A- Language
B- ID
C- Music_DN
D- Duration

Answer:

A, B

Explanation:

http://www.genesyslab.info/repository/PSDK/8.0-Java_API_Reference/com/genesyslab/platform/voice/protocol/doc-files/TLib%20Datatypes/TTreatmentType.html (See the value pairs for treatment text to speech).

Question 5

Question Type: MultipleChoice

If multiple patterns are matched in a dial plan, which of the following describes how SIP Server could determine which pattern match to use? (Choose 2 answers)

Options:

A- First Valid match
B- Lowest Dial-plan-rule-(number)
C- Most specific match
D- Last Valid match

Answer:

B, C

Question 6

Question Type: MultipleChoice

If registering process requires a password and it is not provided, what message will the registrar send?

Options:

A- 400 Bad request
B- 401 Unauthorized
C- 402 Payment required
D- 403 Forbidden
E- 404 not found

Answer:

B

Explanation:

https://www.ietf.org/rfc/rfc3261.txt (See 21.4.2 401 Unauthorized).

Question 7

Question Type: MultipleChoice

What is the default timeout defined in the SIP specification after which SIP Server will put a DN not responding to INVITE in Out of Service?

Options:

A- 2 Seconds
B- 4 Seconds
C- 8 Seconds
D- 16 Seconds
E- 32 Seconds
F- 64 Seconds

Answer:

E

Question 8

Question Type: MultipleChoice

Which statement is true?

Options:

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.

Answer:

B

Question 9

Question Type: MultipleChoice

SIP Server starts successfully. However, its status on SCS is "Service Unavailable" and SIP Server distributes EventLinkDisconnected to clients. Which of the following circumstances would be responsible for the status and EventLinkDisconnected message?

Options:

A- Stream Manager is not registered with SIP Server
B- Media Gateway is not registered with SIP Server
C- SIP Server fails to open the SIP port
D- The network is down

Answer:

B

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