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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?

Options:

A- sip:annc@;play=[:]

B- slp:annc@:play=[;]

C- sip:annc@:play=[:]

D- sip:annc@ play=[;]

Answer:

D

Question 2

In SIP Server, how would you link an emulated ACD Queue to an associated RP?

Options:

A- RP Default DN set to Queue

B- Queue object Association set to RP

C- RP Annex Tab option identifying Queue

D- Same name suffix, prefixed by Q_ and RP_ respectively

Answer:

B

Question 3

Question Type: MultipleChoice

Which two ways can Genesys Media Server integrate with SIP Server?

Choose 2 answers

Options:

A- Directly

B- Through GVP

C- Through Proxy Manager

D- Through Resource Manager

Answer:

B, D

Explanation:

http://genesyslab.info/wiki/index.php/Special:Repository/81fr_dep-sip.pdf?id=2e30d00a-05d6-4c84-a539-eb7ddcbde5f4

Question 4

Question Type: MultipleChoice

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

Answer:

B, C

Question 5

Question Type: MultipleChoice

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

Options:

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

Answer:

B

Question 6

Question Type: MultipleChoice

In the case where MSML is configured between SIP Server and Media Server, what is the SIP method used to carry information between them both?

Options:

A- XML

B- OPTION

C- T-Lib (Events/Requests)

D- voice XML

E- INFO

F- MESSAGE

Answer:

E

Explanation:

https://tools.ietf.org/html/rfc5707 (See SIP INFO).

Question 7

Question Type: **MultipleChoice**

What does the parameter 'confrole=monitor' in the INVITE message sent to Media Server indicate about this participant?

Options:

A- is a customer

B- is an agent

C- is a supervisor doing silent monitoring

D- is a supervisor doing whisper coaching

E- has to be monitored by recording

Answer:

D

Question 8

Question Type: MultipleChoice

We want to use a treatment 'PlayAnnouncement' from routing strategy to play following file:

C:\ProgramFiles\Mediaserver\Announcement\l_mulaw,wav, How would the URI in the INVITE message sent to Media Server look like?

Options:

A- sip:annc@MedlaServer:port;play=ftle://announcement/l;repeat=l

B- sip:annc@MediaSen/er:port;plav=c:\ProgramFiles\MediaServer\announcement\l;repeat=l

C- sip:annc@MediaServer:porc;play=announcement/'i_mulaw.vvav;repeat=l

D- sip:annc@MediaServer:port;play=l;repeat=l

E- sip:annc@MediaServer:port;play=l_mulaw.wav;repf^t

Answer:

A