DUMPSARENA

Genesys Certified Professional 8 System Consultant, Voice Platform (GCP8 - CVP)

Genesys GE0-803

Version Demo

Total Demo Questions: 12

Total Premium Questions: 134

Buy Premium PDF

https://dumpsarena.co

sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

Which of the following components listed are considered optional in a GVP 8.1 Solution? (Choose six)

A. Call Control Platform

B. IVR Server

C. Composer

D. Supplementary Services Gateway

E. Speech Server

F. Resource Manager

G. CTI Connector

ANSWER: A B C D E G

Explanation:

In a Genesys Voice Platform 8.1 deployment, optional components are selected according to the services and integration capabilities the solution must provide. **Call Control Platform** is deployed when the solution requires call-control functionality. **IVR Server** provides the voice self-service execution environment, while **Composer** is used to create and maintain VoiceXML-based applications. **Supplementary Services Gateway** can be included for supplementary telephony and network-service capabilities. **Speech Server** is deployed when applications require speech recognition or text-to-speech resources. **CTI Connector** is used where computer-telephony integration with the contact-center environment is needed. These components are therefore optional because their inclusion depends on the intended call flows, speech requirements, application design approach, and external platform integrations; a GVP solution does not require every one of them in every deployment. Genesys describes GVP as a modular platform whose deployment architecture is tailored to the services being delivered. See the Genesys Voice Platform 8.1 documentation and the GVP 8.1 deployment documentation for component and deployment guidance.

QUESTION NO: 2

Which of the following standards does GVP 8 support? (Choose five)

A. BASIC

B. CCXML

C. CSharp

D. HTTP

E. MRCP

F. SIP

G. VoiceXML

ANSWER: B D E F G

Explanation:

GVP 8 supports **CCXML**, **HTTP**, **MRCP**, **SIP**, and **VoiceXML** as part of its standards-based voice self-service architecture. VoiceXML provides the language used to create and run voice applications and dialogs. CCXML complements it by controlling call and session behavior, such as connection handling, conferencing, and interaction between call-control logic and voice dialogs. SIP is the signaling protocol used to establish, modify, and terminate multimedia communication sessions in the voice platform environment. MRCP provides the standard interface through which voice applications access speech resources, including automatic speech recognition and text-to-speech services. HTTP is used for web-based retrieval and exchange of application documents, resources, and service content, which enables VoiceXML applications to obtain

prompts, grammars, scripts, and dynamic business data from web servers. Together, these standards allow GVP deployments to integrate telephony, speech services, web applications, and call-control components using interoperable protocols rather than proprietary interfaces. The Genesys Voice Platform documentation describes the platform's standards-based components and integrations; the relevant protocol specifications are maintained by the standards bodies: W3C VoiceXML 2.1 and IETF MRCPv2 RFC 6787.

QUESTION NO: 3

Which is the valid dialing mode for Outbound Contact campaigns when using GVP?

A. Predictive

B. Power GVP

C. Push Preview

D. Progresssive

ANSWER: B

Explanation:

Power GVP is the valid dialing mode for an Outbound Contact campaign that uses Genesys Voice Platform (GVP). This mode is specifically designed for the integration between Outbound Contact and GVP, where GVP provides the voice treatment and call-control capabilities required for campaign calls. In a Power GVP campaign, Outbound Contact selects records and initiates outbound call attempts through the GVP environment, allowing the voice application to handle call progress, customer interaction, and routing to an appropriate destination when needed. The campaign configuration must identify the appropriate GVP-related resources so that Outbound Contact can submit call requests and GVP can execute the associated outbound voice flow. This distinction is important because campaign dialing modes must be compatible with the selected outbound infrastructure and the call-processing behavior expected for the campaign. Genesys documentation for Voice Platform and Outbound Contact describes the components and configuration relationships used for GVP-based outbound operations. See the Genesys Voice Platform documentation and the Genesys Outbound Contact documentation for product documentation and deployment guidance.

QUESTION NO: 4

MS SQL Server needs to be installed when which of the following features are deployed? (Select

all that apply.)

A. ASR

B. OBN

C. Policy Manager

D. EMS Reporting

ANSWER: B C D

Explanation:

OBN, **Policy Manager**, and **EMS Reporting** require Microsoft SQL Server as part of their deployment architecture. OBN uses a SQL Server database for the persistent data required by outbound operations, including the data and operational state needed to support outbound campaign processing. A properly installed and configured SQL Server instance is therefore a prerequisite when this capability is included in the solution.

Policy Manager also requires SQL Server because its policy repository is database-backed. This repository persists policies and related policy-management information, allowing the platform to consistently apply centrally managed operational policies. The Policy Manager deployment prerequisites identify the required database infrastructure; see the Genesys Policy Manager deployment prerequisites.

EMS Reporting requires SQL Server to store the reporting data that EMS collects and organizes for report generation. The SQL database provides the durable reporting repository needed for historical analysis and report access. These database requirements are part of the broader Genesys Voice Platform deployment planning process, documented in the Genesys Voice Platform Deployment Guide. Consequently, deployments containing any of these three features must include the appropriate Microsoft SQL Server installation and database configuration.

QUESTION NO: 5

Which of the following functions does Resource Manager provide in the GVP 8.1.2 environment? (Choose six)

A. Resource Management

B. VoiceXML interpretation

C. Session Management

D. Service Selection

ANSWER: A C D

Explanation:

In Genesys Voice Platform, Resource Manager is the centralized component that manages the availability and allocation of platform resources for voice self-service processing. **Resource Management** is therefore a core function: Resource Manager maintains resource information and helps ensure that requests are assigned to appropriate available resources. **Session Management** is also provided because Resource Manager tracks the lifecycle and state of GVP sessions, enabling the platform to coordinate how a call is handled as it progresses through the voice application environment. **Service Selection** is another Resource Manager function. It selects an appropriate service or resource based on the session request, configured service definitions, and current resource availability. Together, these capabilities let GVP route and control voice-service work consistently across the resources participating in the deployment. The supplied answers contain only three functions that belong to Resource Manager, even though the question requests six selections; additional answer choices would be required to identify all six intended functions. See the Genesys Voice Platform deployment documentation at Genesys GVP 8.1 Deployment Guide and the Genesys Voice Platform 8.1 documentation library.

QUESTION NO: 6

Which of the following statements regarding the integration of GVP and Outbound Contact Server

(OCS) is correct?

A. (OCS) to trigger outbound calls, which are dialed using GVP, and to receive responses and

B. software, known as Host Media Processing (HMP)

C. GVP can be configured in either IVR-in-Front or IVR-Behind modes

D. All of the above

E. None of the above

ANSWER: D

Explanation:

All of the above is correct because GVP and Outbound Contact Server are designed to work together for outbound voice campaigns. OCS supplies the campaign and dialing control, initiating outbound-call activity and receiving the call outcomes needed to continue campaign processing. GVP provides the voice/IVR side of the interaction, including call treatment and media handling. In this architecture, Host Media Processing (HMP) is the software-based media-processing capability used to provide telephony/media functions rather than relying solely on dedicated hardware resources. The deployment can also use either IVR-in-Front or IVR-Behind topology, allowing the IVR to be positioned appropriately in the outbound call flow while OCS remains responsible for campaign control. These integration choices allow organizations to tailor outbound

treatment, call-progress handling, and routing behavior to campaign requirements. Genesys product documentation and deployment resources describe the architecture, components, and supported integration patterns for Genesys Multicloud CX solutions, including GVP and outbound capabilities. See the Genesys Documentation portal and the Genesys outbound capabilities overview.

QUESTION NO: 7

When the parameter localconfig is set equal to 1 (localconfig = 1) in GVP.ini, the WatchDog

service will _____.

A. Not read the local GVP.ini file, using the latest configuration contained in the LDAP database for the VCS/IPCS parameter settings

B. Read the local GVP.ini file for the VCS/IPCS parameters, not using use the latest configuration contained in the LDAP database.

C. Read the local watchdog.ini file for the VCS/IPCS parameters, not using use the latest configuration contained in the LDAP database.

D. Read the local EMPS.ini file for the VCS/IPCS parameters, not using use the latest configuration contained in the LDAP database.

ANSWER: B

Explanation:

The correct behavior is: **Read the local GVP.ini file for the VCS/IPCS parameters, not using use the latest configuration contained in the LDAP database.** In Genesys Voice Platform, the WatchDog service uses its configuration to determine how it obtains the VCS and IPCS settings needed to supervise and manage platform components. Setting `localconfig=1` explicitly selects local configuration mode. Consequently, WatchDog reads the applicable VCS/IPCS parameter values from the GVP.ini file installed on the local host rather than retrieving the current values from the centralized LDAP-based configuration source. This setting is useful where a deployment requires the WatchDog process to operate from a host-specific, locally maintained configuration or where access to the central configuration service is not intended for those parameters. Administrators should therefore ensure that the local GVP.ini file contains the required, accurate VCS/IPCS values before enabling this mode, because those local values become the configuration source used by the service. See the Genesys Voice Platform documentation portal at Genesys GVP Documentation and the GVP Deployment Guide for deployment and configuration-reference material.

QUESTION NO: 8

Which of the following statements regarding the integration of GVP and Outbound Contact Server

(OCS) is correct?

A. Outbound Contact integrated with GVP provides the ability for Outbound Contact Server to use GVP voice resources for outbound campaigns.

B. Call Progress Detection (CPD) using an IP Communication Server (IPCS) requires Dialogic

C. GVP can be configured in either IVR-in-Front or IVR-Behind modes

D. All of the above

E. None of the above

ANSWER: D

Explanation:

All of the above is correct because it combines the documented components of the Genesys Voice Platform and Outbound Contact integration model. Integrating Outbound Contact with GVP enables Outbound Contact Server to use GVP voice resources when processing outbound campaign calls, including treatment through IVR applications where required. In the IP Communication Server deployment model, Call Progress Detection depends on Dialogic technology to provide the telephony/media capabilities used to analyze call outcomes. GVP can also be deployed relative to the outbound call flow in either IVR-in-Front mode, where the IVR participates before the call reaches the target interaction flow, or IVR-Behind mode, where the IVR is engaged after the call is connected. These supported architecture choices allow a deployment to place voice treatment and call-control functions appropriately for its campaign and routing design. The individual statements therefore describe compatible, supported aspects of the same GVP–OCS integration architecture. See the Genesys documentation portals for Genesys Voice Platform and Outbound Contact Server.

QUESTION NO: 9

What effect does the WatchDog have on logging?

A. If the WatchDog is not running only the watchdog log will exist

B. Restarting the WatchDog removes all old logs and creates new ones

C. If the WatchDog is not running no logging by any process will take place

D. The WatchDog creates all other process logs

ANSWER: C

Explanation:

If the WatchDog is not running no logging by any process will take place is correct. In Genesys Multicloud CX/Genesys Framework deployments, WatchDog is an essential Framework service that supervises configured applications and provides the infrastructure through which their diagnostic logging is managed. When an application starts under WatchDog control, WatchDog supplies the logging setup and manages the associated log output. This central role enables consistent log creation, log-file naming and location, and operational handling of logs across the processes that it supervises.

Consequently, a functioning WatchDog is a prerequisite for Framework processes to produce their normal logs. If WatchDog is stopped or unavailable, those processes do not have the WatchDog-managed logging capability available, so normal process logging does not occur. This makes WatchDog status an important early check when troubleshooting an absence of Framework application logs. Genesys Platform SDK documentation describes the Framework components and their operational roles; see the Genesys Platform SDK documentation and the Genesys Documentation portal for the applicable release-specific WatchDog and logging documentation.

QUESTION NO: 10

During GVP 8.x configuration, ASR and TTS must be configured with the Call Control Platform IP address and port number.

A. True

B. False

ANSWER: B

Explanation:

False is correct because ASR and TTS are media resources and are configured for use by the Media Control Platform, rather than being configured with the Call Control Platform address. In Genesys Voice Platform, the Call Control Platform is responsible for call-control functions, including SIP call handling and interaction with the routing environment. The Media Control Platform performs media-related operations such as playing prompts, collecting input, speech recognition, and speech synthesis. It is therefore the Media Control Platform that must be able to reach and control the configured ASR and TTS resources using the applicable media-resource protocol and connection details.

The Call Control Platform and Media Control Platform work together during a call, but their responsibilities and configuration relationships are distinct. A speech resource does not need the Call Control Platform IP address and port merely because the platform uses both components in a call flow. Configuring the speech servers against the media-processing layer ensures that recognition and synthesis requests are handled by the component designed to manage media sessions and external speech resources. See the Genesys Voice Platform documentation at Genesys Voice Platform documentation and the GVP architecture documentation.

QUESTION NO: 11

Which of the following components listed are considered optional in a GVP 8.1 Solution? (Choose six)

A. Call Control Platform

B. IVR Server

C. Composer

D. Supplementary Services Gateway

E. Speech Server

F. Resource Manager

G. CTI Connector

H. Media Control Platform

ANSWER: A B C D E G

Explanation:

A GVP 8.1 deployment uses optional components to add particular call-treatment, self-service, speech, integration, and development capabilities according to the solution's requirements. **Call Control Platform** is included when the deployment needs its call-control functions. **IVR Server** is deployed for IVR application execution, while **Composer** provides the application-development environment used to create applicable voice applications. **Supplementary Services Gateway** can be used where supplementary telephony services are required. **Speech Server** is optional because speech-recognition and text-to-speech services are only needed for solutions implementing speech-enabled interactions. **CTI Connector** is likewise optional, providing CTI integration when the voice platform must exchange events or controls with a supported CTI environment.

These components are selected based on the intended service design rather than being required in every GVP installation. This modular approach lets an organization deploy only the functional services needed for its IVR and voice-processing solution, then add integrations or speech resources as requirements expand. Genesys documentation for the GVP 8.1 product set and its architecture is available through the Genesys Voice Platform 8.1 documentation and the GVP 8.1 Deployment documentation.

QUESTION NO: 12

The DNIS.xml provides _____.

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

Explanation:

The DNIS.xml file provides the URL path to the <Application_Name>.XML. In a Genesys Voice Platform deployment, DNIS-based routing associates the number dialed by the caller with the XML configuration for the voice application that should handle that call. The DNIS lookup therefore supplies the application-definition location that the platform uses to select and start the appropriate application flow. This supports serving multiple applications or call treatments from the same voice platform while making application selection dependent on the called number. The referenced application XML contains the relevant application-level definition, and DNIS.xml acts as the entry-point mapping between the inbound DNIS and that definition's URL path. This behavior is part of the GVP application-configuration and call-routing model described in the Genesys Voice Platform documentation. See the Genesys Voice Platform documentation and the Genesys Documentation portal for GVP configuration guidance.