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GE0-807

System Consultant, Genesys SIP SERVER (GCP8 - SIP)

Version 4.0

Exam A

QUESTION 1 A "Cradle to grave" ("beginning to end") call control is a functionality of which of the following? (Choose 2 answers).

A. Registrar
B. Stateless Proxy
C. Stateful Proxy
D. B2BUA
E. Redirect Server

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2

Which of the following is responsible for sending "302 Moved Temporarily"?

A. Registrar
B. Stateless Proxy
C. Stateful Proxy
D. B2BUA
E. Redirect Server

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: https://tools.ietf.org/html/rfc3261#page-184

QUESTION 3

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 Hardwareendpoint can be used)
C. A T-lib client such as Agent Desktop can control a call which is actually between other parties such as sipendpoints
D. Both, SIP endpoint and T-lib client such as Agent Desktop has to be integrated in one application

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4 Which statement is correct?

A. Each SIP-capable endpoint can be used in 3PCC, but not IPCC.
B. SIP Server supports both 1PCC and 3PCC.

Correct Answer: B

Section: (none)
Explanation
Explanation/Reference:

QUESTION 5 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
What method can be used to send DTMF tones?

A. UPDATE
B. C INFO
C. C MESSAGE
D. C NOTIFY
E. C OPTIONS

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/sip/configuration/12-4t/sip-12-4t-book/voi-sip-dtmf.html

QUESTION 7 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
Section: (none)
Explanation

Explanation/Reference:
Reference: http://genesyslab.info/wiki/index.php/Special:Repository/81fr_dep-sip.pdf?id=2e30d00a-05d6-4c84-a539-eb7ddcbde5f4 (page 34)

QUESTION 8 Which of the following stays in the signaling path during the entire session? Choose 2 answers

A. Registrar
B. Stateless Proxy
C. Stateful Proxy

D. R B2BUA
E. Redirect Server

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9 If registering process requires a password and it is not provided, what message will the registrar send?

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

Correct Answer: B
Section: (none)
Explanation

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

QUESTION 10 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-libD. 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11 Which of the following are valid configurations for Open standard SIP architecture? Choose 2 answers

A. l SIP Server, 1 Softswitch
B. 5 SIP Server, l Network SIP Server
C. 1SIP Server, 1 T-Server
D. 3 SIP Server, 5 T-Server, l Cisco call Manager

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12 Which protocol is SIP Server using when in communication with Softswitch?

A. CTI protocol

B. T-Lib
C. SIP
D. Proprietary protocol

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
In a SIP Server Stand-alone mode, persistent registrar data can be configured to be held by which of the following?

A. SIP Server
B. Softswitch
C. SIP Proxy
D. Configuration Server

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15 Which statements are correct?
(Choose 2 answers)

A. A third-party Softswitch must be integrated with sip server using a CTI link.
B. If there are multiple outbound dialing rules configured within a single Class of Service (COS), and more than one rule matches the dialed number (containing a similar pattern). SIP Server will choose the outbound dialing rule with the mostmatched digits in it.
C. When integrating SIP Server with an approved third-party Softswitch, all SIP endpoints must be registered with the particular Softswitch and not the SIP server.
D. It is possible to configure Auto Agent Logout after a specific period of Agent inactivity on SIP Server 8.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
How is the Genesys SIP Server licensed?

A. per seat
B. per running instance
C. per any DN
D. per Agent

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17 Which of the following types of conference calls can support more than three parties?

A. First Party Call Control (1PCC)
B. Third Party Call Control (3PCC)
C. Both 1pcc and 3PCC
D. Neither 1PCC or 3PCC

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/admin/configuration/guide/cmeadm/cmeconf.html

QUESTION 18 In a single site deployment, SIP Server can be deployed in which of the following modes? Choose 3 answers

A. Stand alone SIP Server
B. SIP Server integrated with a Softswitch
C. Open Standard SIP Architecture
D. Hybrid architecture
E. Application Server Mode

Correct Answer: ABC
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.genesys.com/resources/training/certification/Exam_Study_Guide_GCP8_SIP.pdf (See the Describe SIP Server Deployment modes).

QUESTION 19 For remote supervision what DN must be configured?

A. gcti::supervisor
B. gcti::park
C. gctl::record
D. No Additional DNs need to be configured

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.cisco.com/c/en/us/td/docs/ios/voice/fxs/configuration/guide/15_1/fxs_15_1_cg_book/fxsbasic.html

QUESTION 20
Which of the following are SIP messages that SIP Server can map to T-Library messages? Choose 4 answers

A. ACK
B. INVITE
C. INFO
D. UPDATE
E. REFER
F. ANNC

Correct Answer: BCDE
Section: (none)
Explanation

Explanation/Reference:
Reference: http://docs.genesys.com/Special:Repository/80fr_dep-sip.pdf?id=6483fb5b-9ea1-43a0-8aeb-f38b19fb29a7 (See the Page #177).

QUESTION 21 Which statement is true?

A. Geo-location allows choosing a device at the same premise where the Agent SIP Endpoint is located to minimize network load for RTP traffic.
B. Geo-location feature is not suitable in selecting the most cost effective gateway for outbound calls.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: http://docs.genesys.com/Special:Repository/80fr_dep-sip.pdf?id=6483fb5b-9ea1-43a0-8aeb-f38b19fb29a7

QUESTION 22 Which statements are correct? (Choose 2 answers)

A. It is possible to deploy a combination of standard TDM PBX(s) and sip server(s).
B. Genesys SIP server is capable of processing SIP signing and RTP/RTCP streams as well.
C. Customers who have a legacy PBX deployed and want to deploy Genesys SIP Server have to dismantle their legacy infrastructure.
D. SIP Server supports the exchange of early media before a particular session is accepted.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
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)

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

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
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?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
Which of the following is considered an industry standard as the voice quality measurement approach for VoIP networks?

A. MOS
B. PESQ
C. QRT
D. PSQM

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.opticom.de/technology/polqa.php

QUESTION 26 If the option 'auto-logout-ready' is set to true, in what state will the Agent be logged-out?

A. from any state even if Agent is on call
B. from any state except if Agent is on call
C. only from not-ready state
D. only from not-ready state except work-related modes such as Aftercallwork or LegalGuard

Correct Answer: A
Section: (none)
ExplanationA. 0 B 2
C 5
D 7
Correct Answer: 7

Explanation/Reference:

QUESTION 27
You have 3 separate remote sites using SIP technology without PBX, One location needs MOH and MCU capability, second location needs MOH and treatment capability and third site needs MOH and recording capability, what is the minimal number of Media Servers you need to install?

Section: (none)
Explanation
Explanation/Reference:

QUESTION 28 Which of the following are valid parameters of the Announcement Treatment?
(Choose 2 answers)

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

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Reference: 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 29
Which of the features below does a B2BUA deliver to a SIP-based VoIP architecture? (Choose 3 answers)

A. centralized call management
B. SIP-based VoIP interworking between LAN and WAN
C. management and monitoring of the entire call state
D. Provide conversion of TDM to DIP
E. connect legacy phones

Correct Answer: ABC
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.eetimes.com/document.asp?doc_id=1203045

QUESTION 30
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?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
You want to install one SIP Server and 3 Media Servers. You want to communicate with them directly using NET ANN. You also want each Media Server to support MOH, treatment and MCU. What will be the minimum number of VoIP Service DNs you have to configure to support this request?

A. 1
B. 3
C. 6
D. 9

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
Which header in the INVITE message will SIP Server analyze in order to select the proper geo-location for an inbound call?

A. From
B. To
C. via
D. contact

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: http://docs.genesys.com/Special:Repository/sip81rn.html?id=c4d480e4-94a2-4cf8-ac24-5ccf3ccb7759

QUESTION 33
You would like to record what the customer hears and says from the very beginning of the call to when it is terminated, regardless of whether or not an agent transferred the call, or created a conference, and so on. Which ON type should you use to enable recording?

A. Extension
B. RP
C. Trunk
D. VOIP port

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
If you need to choose a gateway at the same premise where the agent SIP endpoint is located to minimize network load for RTP traffic a£3 for VoIP media services, such as MCU, MOH or voice recording, which of the following is the best solution?

A. Selection based on prefix match
B. Selection based on best availability
C. Selection based on geo-location
D. Selection based on priority settings

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35 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
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.genesys.com/resources/events/2012_gforce_barcelona_ed_day_sip_server_8_1.pdf (See the Page #15).

QUESTION 36 When using the REFER method, where would you specify the party the call is being transferred to?

A. Refer header URI
B. To: header
C. contact: header
D. REFER To: header
E. Is not specified in the REFER messages

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37 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. Gctl 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 DNC. Gctl 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38 What is the SIP Server supported methods for initiating two-step call transfer? (Choose 2 answers)

A. INVITE
B. PUBLISH
C. INITIATE
D. REFER
E. MESSAGE

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:
Reference: http://docs.genesys.com/Special:Repository/AudioCodes-SIP-Phone-SIP-Server-Application_Note.pdf?id=658f5674-f029-4d77-949b-cd705abba1a4

QUESTION 39
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40 Which of the following options can be configured on a trunk DN to enable Active Out-of-Service detection? (Choose 2 answers)

A. 'recovery-timeout'
B. 'oos-check'
C. 'oos-force'
D. 'priority'

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
Reference: http://docs.genesys.com/index.php?title=Documentation:SIPS:SIPProxyDeployment:SIPProxyOverview:8.1.1&action=pdfbook (page 6)

QUESTION 41
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
If you wish to allow recording on a call, and recording is configured for two devices on the call. Which one of the following scenarios is possible?

A. Call recording will be started when both of the devices signal EventEstablished.
B. Call recording will be started only on the device that first signals EventEstablished.
C. Call recording will only be started when either one of the devices first signals Eventreleased.
D. Call will not be recorded

Correct Answer:
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
When the internal registrar is enabled and SIP Server is also configured to store registration information in the configuration database, where, in CME, can you find the contact option specifying current location?

A. corresponding DN
B. corresponding Agent Login
C. corresponding Voice over IP Service
D. corresponding SIP Server
E. It is not visible in CME

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
Which of the following are methods are supported by SIP Server for detecting whether a particular device is unavailable and needs to be placed in Out of Service state? (Choose 2 answers)

A. Active out of service detection
B. Passive out of service detection
C. Auto out of service detection
D. Presence subscription
E. Registration
F. class of service

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45 Which of the following are SIP methods that can be used to pass DTMF tones? (Choose 3 answers)

A. In-band method by encoding DTMF tone as regular RTP packets
B. In-band method by encoding DTMF tone as in specific RTP packets (RFC 2833)
C. Out-of-band method by encoding DTMF tone in SIP message (UPDATE method)
D. Out-of-band method by encoding DTMF tone in SIP message (MESSAGE method)
E. Out-of-band method by encoding DTMF tone in SIP message (INFO method)

Correct Answer: BDE
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/sip/configuration/12-4t/sip-12-4t-book/voi-sip-dtmf.html#GUID-0E228A53-4405-4730-8D54-B37979E69A8B

QUESTION 46
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
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.cisco.com/c/en/us/td/docs/routers/asr1000/configuration/guide/sbcu/2_xe/sbcu_2_xe_book/sbc_shd.html#pgfId-1015129

QUESTION 47 SIP Server 8 provides support for which of the following operating systems?
(Choose 3 answers)

A. HP-UX 11/V3
B. MAC OS 10.5
C. Real Hat Enterprise Linux 5-4
D. MS Windows Server 2003
E. MS Windows Server 2008

Correct Answer: CDE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48 What is the meaning of the option 'sip-port' in the Tserver" section in 'options' tab of
the SIP server?

A. It is the port used by SIP Server to communicate with other T-lib clients such as URS, StatServer, etc
B. It is the port used by SIP Server to communicate with other SIP devices such as Media Server, SIP Endpoints, Gateways etc. using SIP signaling only
C. It is the port used by SIP Server to communicate using SNMP protocol with a NMS software
D. It is the port used by SIP Server to communicate with other SIP devices such as Media Server, SIP Endpoints, gateways etc. using RTP/RTCP protocolE. It is the port used by SIP Server to communicate with other SIP devices such as Media Server, SIP Endpoints,
F. Gateways etc. using both RTP/RTCP protocol and SIP signaling.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49 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?

A. 2 Seconds B.
4 Seconds
C. 8 Seconds
D. 16 Seconds
E. 32 SecondsF. 64 Seconds

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
Which of the following SIP Server features requires an MCU? (Choose 5 answers)
A. 3 PCC conference - Single Step
B. 3 PCC conference - Two Step
C. Call Supervision
D. Push video

E. Emergency recording
F. voicemail
G.Email

Correct Answer: ABDFG
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51 Sip Server 8.x introduced the overload control feature, which allows the specification of a value to limit the number of interactions SIP Server handles. At what percentage of this value does SIP Server reject all traffic?

A. 101%
B. 120%
C. 130%
D. 150%

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
SIP Server can set Quality-of-Service bits to a user-defined value to prioritize SIP signaling traffic, which SIP Server option enables this configuration?

A. 'sip-lp-tos'
B. 'rtp-ip-tos'
C. 'set-qos-ip'
D. 'set-quality'

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53 If you want to represent a Gateway in Configuration Layer, what type of DN do you need to create?

A. ACD Queue
B. Extension
C. Routing Point
D. Trunk
E. VoIP Service

Correct Answer: E
Section: (none)
Explanation
Explanation/Reference:

QUESTION 54 Which statements are correct?
(Choose 2 answers)

A. With SIP Server, it is possible to use its internal registrar functionality and to instruct SIP server to contact an external registrar for registration process.
B. In a sip server stand-alone mode installation without a softswitch integration, it is not necessary to create a 'switch' object in CME.C. If an initiator of an S-participant conference on an MCU drops the call, the conference will soil continue without the dropped party.
D. SIP Server supports 3PCC with REFER method for two-step-transfer but not for single-step transfer.

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55 SIP Server supports active out-of-service detection for which of the following types of ONs? (Choose 2 answers)

A. VoIP Service (MCU, treatment, etc.)
B. Extension
C. Trunk
D. Route Point

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56 Which statements are correct?

A. The Genesys Media Server and Genesys Stream Manager are the only music sources available when using Genesys SIP Server 8.
B. Genesys Media Server or Stream Manager performance is not affected by the codec selected for use.
C. Media Server and Stream Manager require that URS make requests for media to be streamed to a caller.
D. Genesys Media Server supports Treatments

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57 Which statements are correct? (Choose 2 answers)

A. You need to install a Media Server In order to use Instant Messaging to play an Announcement.
B. SIP Server supports the Integration with Genesys Media Server with both NETANN and MSML.
C. Media Server can, if needed, convert a codec to another format.
D. Genesys Media Server is based on the MGCP protocol for enhanced media functionality.

Correct Answer: BC
Section: (none)
Explanation
Explanation/Reference:
Reference: http://docs.genesys.com/Special:Repository/81gvp_dep-gms.pdf?id=af7ab4db-d7d8-46b3-85f1-decbaa5e90eb (page 53, real-time transcoding)

QUESTION 58
When comparing the network bandwidth and performance (jitter, packet loss, latency) between G.711 and 6.729 codes, which one of the statements is true?

A. G.729 and G.711 have the same bandwidth and network performance requirements
B. G.729 requires less bandwidth than G.711, but G.711 requires better network performance
C. G.729 requires less bandwidth than G.711, and there are no differences between G.711 and G.729 in there required network performanceD. G.729 requires less bandwidth than G.711, but G.729 requires better network performance

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
G.711, with a sample size of 64kbit/s, achieves a maximum MOS of 4.1, whereas G.729, with a much smaller sample size of 8kbit/s, can achieve a MOS of 3.9. G.729 is "compressed eight times smaller than G.711 while sounding almost as good."

QUESTION 59 To connect to Media Server or Stream Manager, what type of DN must be created?

A. Email
B. Position
C. voice treatment port
D. Voice over IP Service

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
Which of the following is a correct description of how Media Server or Stream Manager can be configured with SIP Server in a multi- tenant environment?

A. One Stream Manager can be associated with only one SIP Server
B. One Stream Manager can be associated with multiple SIP Servers only under the same TenantC. One Stream Manager can be associated with multiple SIP Servers and Tenants

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: http://docs.genesys.com/Special:Repository/76fr_dep_sm.pdf?id=af8f39b5-a029-4cb9-a509-770b43ce75f2

QUESTION 61 Which protocol is SIP Server using in communication with Media Server?

A. CTI protocol
B. T-Lib
C. SIP
D. H.323
E. voice XML
Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference: http://en.wikipedia.org/wiki/List_of_SIP_software

QUESTION 62 When configuring a Voice over IP Service ON in Genesys Administrator to enable treatment capability of Media Server using NET ANN, which options are mandatory in the TServer section of the Annex Tab of this DN? (Choose 2 answers)

A. contact = host and port of the SIP server handling request for treatment
B. contact = host and port of the Media Server handling request for treatment
C. service-type = treatment
D. request-uri = URI to be sent by SIP server to Media Server to play proper treatment (e.g. Filename to be played)E. name = name of the treatment to be played

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
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?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
What does the parameter 'confrole=monitor' in the INVITE message sent to Media Server indicate about this participant?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
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?
A. XML
B. OPTION
C. T-Lib (Events/Requests)
D. voice XML
E. INFO
F. MESSAGE

Correct Answer: E

Section: (none)
Explanation

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

QUESTION 66 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68 Which two ways can Genesys Media Server integrate with SIP Server?

Choose 2 answers

A. Directly
B. Through GVP
C. Through Proxy Manager
D. Through Resource Manager

Correct Answer: BD
Section: (none)
Explanation

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

QUESTION 69 In SIP Server, how would you link an emulated ACD Queue to an associated RP?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71 In a SIP direct call setup, what message does the originating UAC send to the UAS of the recipient?

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

Correct Answer: A
Section: (none)
Explanation

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

QUESTION 72 Which of the following choices below contains all the messages that SIP is required to act on during the request/response handshake?

A. INVITE, 200 OK and ACK
B. INVITE, 200 OK. ACK and 200 ACCEPTED
C. INVITE. 200 OK
D. INVITE, 200 OK and 200 ACCEPTED

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.brocade.com/downloads/documents/html_product_manuals/SI_12502_ASLBG/wwhelp/wwhimpl/common/html/wwhelp.htm#context=SI_12502_ASLB_Guide&file=sip.3.2.html

QUESTION 73 T-Lib messages can be mapped to all of the SIP messages listed below except which of the following?

A. INVITE
B. UPDATE
C. REFER
D. REGISTER

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference: http://docs.genesys.com/Special:Repository/80fr_dep-sip.pdf?id=6483fb5b-9ea1-43a0-8aeb-f38b19fb29a7

QUESTION 74 Which of the following methods does SIP Server use to create a new SIP dialog? (Choose 2 answers)

A. INVITE
B. re-INVITE
C. REFER
D. REGISTER

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:
Reference: https://tools.ietf.org/html/rfc5057

QUESTION 75 Which of the following events occur when SIP Server receives INFO and UPDATE messages?

A. EventRouteRequest
B. EventAddressInfo
C. EventEstablished
D. EventAttachedDataChanged

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: https://genesys.secure.force.com/support/servlet/fileField?id=0BEU0000000TOjd

QUESTION 76
When SIP Server is behind the Softswitch, a DN is considered out of service if it receives which of the following messages?

A. 408 Request Timeout
B. 404 Busy
C. 482 Gone
D. 486 Forbidden

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: http://docs.genesys.com/Special:Repository/80fr_dep-sip.pdf?id=6483fb5b-9ea1-43a0-8aeb-f38b19fb29a7 (See Page #167).

QUESTION 77
You have enabled the internal registrar. However, SIP Server does not update the key called contact of the corresponding DN when the endpoint successfully registers with SIP Server. Which two actions are required to address this issue?

(Choose 2 answers)

A. Set the option 'external registrar' to false
B. Set the option 'use-register-for-service-state' to true
C. Set the 'internal-registrar-persistent' to true
D. Grant 'change permissions' for the System account for the all DNs on the corresponding switch

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
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?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
Using SIP default settings, after how many seconds will an endpoint will be marked "out of service" without a response following an INVITE message?

A. 6 seconds
B. l0 seconds
C. 24 seconds
D. 32 seconds

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
Which SIP Method is used by Active out of Service Detection to check a device for out of service status?

A. INFOK
B. CHECK
C. MESSAGE
D. OPTIONS
E. SUBSCRIBE
F. PUBLISH

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference: