Genesys
GEOP-ESV
Engage on-premises E-Services Certification

Questions&AnswersPDF

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Question: 1

SMS server supports the following:
(Choose One)
Response:

A. Receiving an individual SMS message from a mobile client and sending back an agent's response
B. Sending an individual SMS message to a mobile client on a Contact Center initiative
C. Creating and keeping an interactive conversation between a mobile client and an agent in the form of a conventional chat session
D. All of the above

Answer: D

Question: 2

Which task is required to deploy Knowledge Management in Genesys eServices?
Response:

A. Configuring the UCS Archive Database
B. Deploying the Content Analyzer GAX Plugin
C. Testing multimedia routing rules
D. Encrypting metadata in WebDAV

Answer: B

Question: 3

What are two core components of the Genesys eServices architecture?
(Choose two)
Response:

A. Interaction Server
B. Genesys Administrator Extension (GAX)
C. Universal Contact Server (UCS)
D. Voice Routing Server

Answer: A,C

Question: 4

What are two critical features of Genesys Mobile Services?
(Choose two)
Response:

A. Real-time interaction routing for mobile users
B. Secure HTTPS communication
C. Integration with WebDAV for storage
D. Customizable mobile widgets

Answer: B,D

Question: 5

Which configuration is required to customize a database for Universal Contact Server (UCS)?
Response:

A. Defining user roles and permissions
B. Modifying the database schema to include custom properties
C. Encrypting interaction data for secure storage
D. Configuring UCSManager for real-time reporting

Answer: B

Question: 6

Which component is essential for routing multimedia interactions to agents?
Response:

A. Universal Contact Server (UCS)
B. Multimedia Switch
C. DBServer
D. Interaction Server

Answer: D

Question: 7

What is the primary function of the SMS Server in Genesys eServices?

Response:

A. Encrypting text messages for secure communication
B. Managing the routing and processing of SMS interactions
C. Storing multimedia interaction logs
D. Aggregating data for email and chat reporting

Answer: B

Question: 8

Which tool is used to monitor deployment progress in eServices?
Response:

A. UCSManager
B. Deployment Wizard
C. Content Analyzer
D. Interaction Server Logs

Answer: B

Question: 9

What is a limitation of the UCS Database in Genesys eServices?
Response:

A. It cannot store multimedia interaction data.
B. It supports only a limited number of interaction types.
C. It requires manual configuration for real-time data synchronization.
D. It has constraints on simultaneous search and retrieval operations.

Answer: D

Question: 10

Which two components are critical for chat interaction storage and management?
(Choose two)
Response:

A. UCS
B. Multimedia Switch
C. Interaction Server

D. SpeechMiner

Answer: A,C

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