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# **Genesys GEOP-IV**

**Engage on-premises Inbound Voice Certification**



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## **Product Version**

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# Latest Version: 6.0

## Question: 1

To which layer's log database does Genesys Administrator connect in order to view event messages in its interface?

Response:

- A. Configuration Layer
- B. Management Layer
- C. User Interaction Layer
- D. Media Layer

**Answer: B**

## Question: 2

The term for everything you can see in Pulse is known as \_\_\_\_\_.

Response:

- A. Widget
- B. Template
- C. Dashboard
- D. Interface

**Answer: C**

## Question: 3

Which example defines routing?

Response:

- A. Detect a loading balance and trigger an alarm
- B. Send an incoming phone call or email to an agent
- C. View and approve an agent's requested schedule
- D. Send an email when a server fails

**Answer: B**

### Question: 4

In the Routing Solution, for the configuration of the Default Destination, which object will have precedence?

Response:

- A. URS
- B. Tenant
- C. DN (Route Point)
- D. T-Server

**Answer: C**

### Question: 5

Which application collects and processes the requested statistics from Stat Server?

Response:

- A. Pulse
- B. Pulse DB
- C. Pulse Collector

**Answer: A**

### Question: 6

Where are Pulse Templates and Widgets stored?

Response:

- A. In the .xml files
- B. In the Configuration Database
- C. In the Pulse Database
- D. In the GAX Database

**Answer: C**

### Question: 7

Which Genesys Framework layer stores contact center information such as host computers, server applications, agents, skills and permissions?

Response:

- A. Configuration Layer
- B. Management Layer
- C. User Interaction Layer
- D. Media Layer
- E. Services Layer

**Answer: A**

### Question: 8

What types of Contact Center data are important in deployment planning?  
(Choose Three)

Response:

- A. Interaction load and patterns
- B. Organizational chart of the contact center
- C. Factors affecting agent turnover
- D. Peak call periods and agent schedules
- E. Service level requirements

**Answer: A,D,E**

### Question: 9

What are the steps needed to deploy Configuration Layer?  
(Choose Two)

Response:

- A. Setup Configuration Server
- B. Setup License Manager
- C. Setup Configuration Database
- D. Create Super Admin Account
- E. Run Database Conversion Wizard

**Answer: A,C**

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