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# **Genesys GEOP-ESV**

**Engage on-premises E-Services Certification**



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## **Product Version**

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# Latest Version: 6.0

## 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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