Genesys
GEOP-IR

Engage on-premises Interaction Recording Certification

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Question: 1

In configuring recording files, on which two criteria is access control for the recording file based?
Response:

A. based on the agent that was recorded
B. based on the agent hierarchy
C. based on partitions
D. based on agent privileges

Answer: A,C

Question: 2

Which Genesys server does a dedicated ICON for Interaction Recording use as data source?
Response:

A. SIP Server
B. Configuration Server
C. Interaction Server
D. Outbound Contact Server

Answer: A

Question: 3

On which programming language is Recording Processor written?
Response:

A. Java
B. Python
C. C++
D. VBScript

Answer: B

Question: 4

What operating system does Genesys Web Services support?
Response:

A. Windows 2000
B. Mac OS
C. RedHat Linux 5 and 6
D. Unix

Answer: C

Question: 5

For each record received by InteractionReceiver, Uplatform runs an indexing process. If you will look at Speechminer logs during troubleshooting, to what value must the Waiting for Indexing counter be set?
Response:

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

Answer: A

Question: 6

In the deployment of Speechminer, if you want to use Speechminer reports, what component do you need to deploy along with all the reports?
Response:

A. MRS Library
B. SQL Server Management Studio
C. SMConfig
D. SM data folders

Answer: A

Question: 7

After Genesys Administrator Extension is installed, what file is automatically added to the GAX directory folder?
Response:

A. the certificate file
B. the solution definition file
C. the plugin file
D. the installation package

Answer: C

Question: 8

Which component needs to be installed with the Recording Plug-in to deploy Interaction Recording?
Response:

A. Management Framework
B. Genesys Interaction Concentrator
C. Java Development Toolkit
D. Genesys Administrator Extension

Answer: D

Question: 9

What is the starting point to install the Recording Processor script?
Response:

A. the installation wizard
B. the rp executable file
C. the rpconfig.cfg file
D. the Windows command line

Answer: D

Question: 10

What does rcs.properties file contain?
Response:

A. Metadata format for mediaFiles
B. Settings for the Web Services connections
C. Settings of the Java Core Extension
D. Recording encryption key-related parameters

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