Genesys GEOP-ESV

Genesys Engage on-premises E-Services Certification Questions & Answers

Get Instant Access to Vital Exam Acing Materials | Study Guide | Sample Questions | Practice Test

GEOP-ESV

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

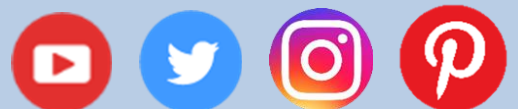**60 Questions Exam – 70% Cut Score – Duration of 120 minutes**

Table of Contents:

Discover More about the GEOP-ESV Certification

Are you interested in passing the Genesys GEOP-ESV exam? First discover, who benefits from the GEOP-ESV certification. The GEOP-ESV is suitable for a candidate if he wants to learn about Genesys Engage on-premises. Passing the GEOP-ESV exam earns you the Genesys Engage on-premises E-Services Certification (GEOP-ESV) title.

While preparing for the GEOP-ESV exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The GEOP-ESV PDF contains some of the most valuable preparation tips and the details and instant access to useful GEOP-ESV study materials **just at one click**.

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

Exam Name	Genesys Engage on-premises E-Services Certification
Exam Code	GEOP-ESV
Exam Price	$580 USD
Duration	120 minutes
Number of Questions	60
Passing Score	70%
Recommended Training / Books	**Genesys Engage on-premises: Framework Routing and Reporting – Foundation** **Genesys Engage on-premises: Framework Routing and Reporting – Operations** **Genesys Engage on-premises: Framework Routing and Reporting – Administration** **Genesys Engage on-premises: eServices – Foundation** **Genesys Engage on-premises: eServices – Administration**
Schedule Exam	**Kryterion Webassessor**
Sample Questions	**Genesys GEOP-ESV Sample Questions**
Recommended Practice	**Genesys Engage on-premises E-Services Certification (GEOP-ESV) Practice Test**

GEOP-ESV Syllabus:

Section	Objectives
Genesys eServices Introduction and Architecture	- Genesys eServices Introduction - Functions and Components - Explain the overall architecture - Resource Capacity Planning
Interaction Management	- Interaction Server's Database - DAP and DBServer - Multimedia Switch - Configure the Interaction Database
Genesys Mobile Services	- Set Up Genesys Mobile Services (GMS) - Describe and Extract Widgets
Data Storage	- Set up the following: • UCS Main and Archive Databases • UCS Database Search • UCSManager - UCS Limitations - UCS Manual Deployment
E-Mail	- Describe E-Mail Server Internal Processes - Deploy E-Mail - Test E-mail Server
Chat	- Describe Chat Server Concepts - Deploy Chat - Test Chat Server
Knowledge Management	- Knowledge Management Overview - Knowledge Management UI - eServices Manager Objects - Content Analyzer GAX Plugin - Deploy and Test Knowledge Management
SMS	- Social Engagement Overview - Set Up SMS Server - Deploy SMS

Section	Objectives
	- Install SMS Server
Deployment Planning	- Overview
	- Deployment Tasks
	- Explain Licensing
Customizing Properties	- Describe Business Attributes
	- Custom Media Type
	- Custom Properties
	- Customize Database for Universal Contact Server

Broaden Your Knowledge with Genesys GEOP-ESV Sample Questions:

Question: 1

SMS server supports the following:

(Choose One)

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?

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)

   a) Interaction Server
   b) Genesys Administrator Extension (GAX)
   c) Universal Contact Server (UCS)
   d) Voice Routing Server

Answer: a, c

Question: 4

Which component is essential for routing multimedia interactions to agents?

   a) Interaction Server
   b) Multimedia Switch
   c) DBServer
   d) Universal Contact Server (UCS)

Answer: a

Question: 5

What are two critical features of Genesys Mobile Services?

(Choose two)

   a) Real-time interaction routing for mobile users
   b) Integration with WebDAV for storage
   c) Secure HTTPS communication
   d) Customizable mobile widgets

Answer: c, d

Question: 6

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

   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: 7

What two benefits do custom properties provide in Genesys eServices?

(Choose two)

a) Enhanced routing flexibility for specific business needs
b) Improved scalability of interaction storage
c) Faster generation of real-time adherence reports
d) Granular reporting based on customized attributes

Answer: a, d

Question: 8

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

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: 9

Which tool is used to monitor deployment progress in eServices?

a) UCSManager
b) Deployment Wizard
c) Content Analyzer
d) Interaction Server Logs

Answer: b

Question: 10

Which two components are critical for chat interaction storage and management?

(Choose two)

a) UCS
b) Multimedia Switch
c) Interaction Server
d) SpeechMiner

Answer: a, c

Avail the Study Guide to Pass Genesys GEOP-ESV Engage on-premises E-Services Exam:

- Find out about the GEOP-ESV syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the **GEOP-ESV syllabus**, it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the GEOP-ESV training. Joining the Genesys provided training for GEOP-ESV exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the **GEOP-ESV sample questions** and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. GEOP-ESV practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

- Passing the GEOP-ESV exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the GEOP-ESV Certification

VMExam.Com is here with all the necessary details regarding the GEOP-ESV exam. We provide authentic practice tests for the GEOP-ESV exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on VMExam.Com for rigorous, unlimited two-month attempts on the **GEOP-ESV practice tests**, and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Genesys Engage on-premises E-Services Certification (GEOP-ESV).

Start Online practice of GEOP-ESV Exam by visiting URL
https://www.vmexam.com/genesys/geop-esv-genesys-engage-premises-e-services-certification