

7750X 40 Q&S Avaya IP Office Contact Center Implementation and Expanded Configuration Exam By Kerwin

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<http://www.69exam.com/7750x.html>

Question 1

Which two statements about Database integration in the IP Office Contact Center are true? (Choose two.)

- A. Customers are directed to agents dependent on the agents priority.
- B. Customers are directed to agents dependent on the information they input.
- C. Customers are directed to agents dependent on time of day.
- D. Customers are directed to agents dependent on number they are calling from.

Correct Answer: CD

Question 2

For which purpose would you assign an Address book to a Profile?

- A. To keep a tidy structure in the Address book menu
- B. For all users to see on the IPOCC and IP Office
- C. For only specified agent to use this Address book
- D. For the creating of Historical reports

Correct Answer: C Section: (none) Explanation

Explanation/Reference:

Reference <https://downloads.avaya.com/css/P8/documents/101004804>

Question 3

When creating a report, where can you indicate to run automatically for emailing to a supervisor?

- A. In the Reports Basic Data
- B. In the Reports properties
- C. In the Reporting folder
- D. In Configuration screen under the Service menu

Correct Answer: D Section: (none) Explanation

Explanation/Reference:

Reference <https://support.avaya.com/forums/showthread.php?t=5119>

Question 4

How can you see if your address book has imported successfully?

- A. Go to an agent address book and check all entries.
- B. Go to the address book menu, reschedule another import, and then wait for the confirmation.
- C. Delete the address book and re-import it.
- D. Go to the address book menu, check the import log, and then click the refresh button.

Correct Answer: D

Question 5

Historical reports can be scheduled to email to a user, but they can also be scheduled to do what?

- A. Display in the User interface
- B. Refresh every 15 minutes
- C. Export to a folder
- D. Print

Correct Answer: D Section: (none)Explanation

Explanation/Reference:

Explanation: All historical reports created within CCC can be scheduled for individual delivery to anyone via email. Reports can also be scheduled to multiple network printers.

Reference https://downloads.avaya.com/elmodocs2/ip_office/DOCS3_0/DATA/Additional/mergedProjects/productdescription/ccc_v5/compactcontactcenter.htm

Question 6

In a historical report, where does Avaya recommend that you set the specific dates and times for the information to be displayed in your report?

- A. in the shift plan
- B. in a graph
- C. in a table
- D. in the basic data

Correct Answer: C Section: (none) Explanation

Explanation/Reference:

Reference https://downloads.avaya.com/elmodocs2/multivantage/233823_2/215822_3/215822_3.pdf

Question 7

Where can you create new chat scripts?

- A. Configuration/Topics
- B. Configuration/Service/Chat scripts
- C. Configuration/ Chat scripts
- D. Configuration/System/Chat scripts

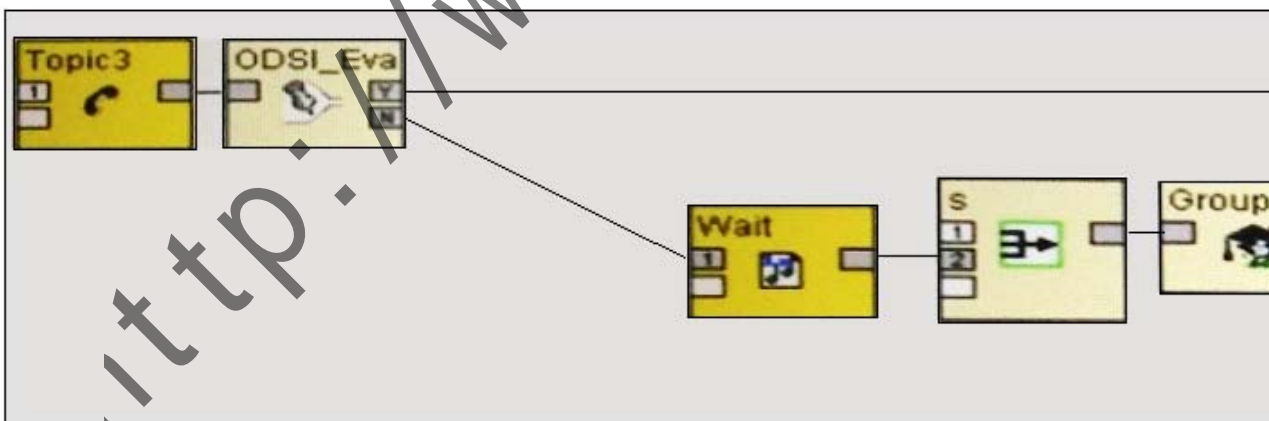
Correct Answer: C Section: (none)Explanation

Explanation/Reference:

Reference <https://downloads.avaya.com/css/P8/documents/100182217>

Question 8

View the Exhibit.



Refer to the exhibit. In this outbound task flow example using the mechanical dialer, what is the first contact the customer will hear?

- A. Wait Announcement
- B. Agent from Group 2
- C. Agent from Group 1
- D. Topic3

Correct Answer: D Section: (none)Explanation

Explanation/Reference:

Reference <http://www.telenova.bg/bg/%D0%BF%D1%80%D0%BE%D0%B4%D1%83%D0%BA%D1%82%D0%B8/%D1%82%D0%B5%D0%BB%D0%B5%D1%84%D0%BE%D0%BD%D0%BD%D0%B8-%D1%86%D0%B5%D0%BD%D1%82%D1%80%D0%B0%D0%BB%D0%B8/item/>

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Question 9

When creating task flows, you can create a section of task flow which can be repeatedly used in other task flows.

What is the title for this type of section of task flow?

- A. Macro
- B. Source
- C. Equal
- D. Priority

Correct Answer: B Section: (none) Explanation

Explanation/Reference:

Reference <http://downloads.avaya.com/css/P8/documents/100182213>

Question 10

Which two factors determine which call will be routed via the “Last Agent” element? (Choose two.)

- A. If the Caller know the extension number of the Agent
- B. How long ago the agent spoke to the caller
- C. Minimum contact time during the last conversation with the agent
- D. The Last Agent available in the group E. If the Customer in is the Agents personal contacts list

Correct Answer: BE Section: (none) Explanation

Explanation/Reference:

Explanation: It is possible to create a task flow that will look at the Incoming CLID of a caller, and based on it look to match the caller with the Agent who last dealt with their query, if available. The Last agent element is used for this feature. Reference <http://downloads.avaya.com/css/P8/documents/100182213>

Question 11

Which component is responsible for the routing within a IVR script?

- A. Corba
- B. Postgres server
- C. Database Server
- D. Taskserver IPO

Correct Answer: A

Question 12

If the word “help” is in the subject of the emails sent from customers, then those emails are to route to specific agents.

What can you do to make this happen?

- A. Have an agent assigned to look through all emails, identify the word “help” in the emails, and then forward the emails to the appropriate agents. word “help” in the email subject.
- B. Have a task tag element in your email task flow to pick out the word “help” in the email subject.
- C. Have all emails sent to an agent group called “help”.
- D. Have all emails go to a topic called “help”.

Correct Answer: B

Question 13

The queue full element routes callers depending on the number of callers allowed to queue an agent group.

Where are the queue limits configured?

- A. in the Agent group element
- B. in the Topic tab
- C. in the Agent Group tab
- D. in the Queue full element

Correct Answer: B

Question 14

The basic default task flow is created when you import the data import sheet successfully, but which Topics will it create the default task flow for?

- A. Only the first 3 Topics
- B. Only Topics select as Telephony

- C. Only Topics you have identified and assigned agent groups to
 - D. All Topics which are available in the range entered
- Correct Answer: B

Question 15

What are the three types of dialers available? (Choose three.)

- A. Topic Dialer
- B. Campaign Dialer
- C. Mechanic Dialer
- D. Preview Dialer
- E. Direct Dialer

Correct Answer: CDE Section: (none) Explanation

Explanation/Reference:

Reference <https://downloads.avaya.com/css/P8/documents/100182219>

Question 16

When setting up skill-based routing, you have to create task tags for each skill, and then assign them. To which two objects can you assign a skill? (Choose two.)

- A. Topics
- B. Privileges
- C. Profiles
- D. Agents
- E. Agent Groups

Correct Answer: DE

Question 17

To help with the designing of complex IVR scripts, Avaya have created some IVR scripts for you to use, and placed them on the installation DVD.

How can you access them in your IVR Editor?

- A. Copy them to the IVR Editor.
- B. Restore them to the IVR Editor.
- C. Obtain the license to use them.
- D. Import them to the IVR Editor.

Correct Answer: D

Question 18

You have created a new real-time screen for the agents, and assigned it to their profile. However, when they look at it, it does not display information for all groups.

What should you check?

- A. In the Agent tab, check the authorization.
- B. In the Profile, check the authorization.
- C. In the Agent tab, check the privileges.
- D. In the Profile, check the privileges.

Correct Answer: D

Question 19

What is the default port for chat server registration?

- A. 8443
- B. 5224
- C. 5222
- D. 5060

Correct Answer: C Section: (none)Explanation

Explanation/Reference:

Reference <https://downloads.avaya.com/css/P8/documents/101005862>

Question 20

You have added the Silent Monitor button to the contact bar, however the supervisor is reporting that the icon has not appeared on the UI.

What can the agent do to resolve this problem?

- A. Reset their password.
 - B. Logoff and log back on again.
 - C. Generate a call.
 - D. Run a historical report.
- Correct Answer: B

Question 21

In the IPOCC installation folder, there is a Task flow examples folder. In this folder there are examples for call routing which you can import, edit and use.

In which two places can they be used? (Chose two.)

- A. Task flow editor
- B. Topic information
- C. Agent Profiles
- D. IVR editor
- E. Address Book

Correct Answer: AD

Question 22

When you open a task flow set to make changes to the task flow, and you are asked to make a copy of the task flow set.

Which task flow set are you about to make changes to?

- A. the Active task flow
- B. the Default task flow
- C. the Last Edited task flow
- D. the Oldest task flow

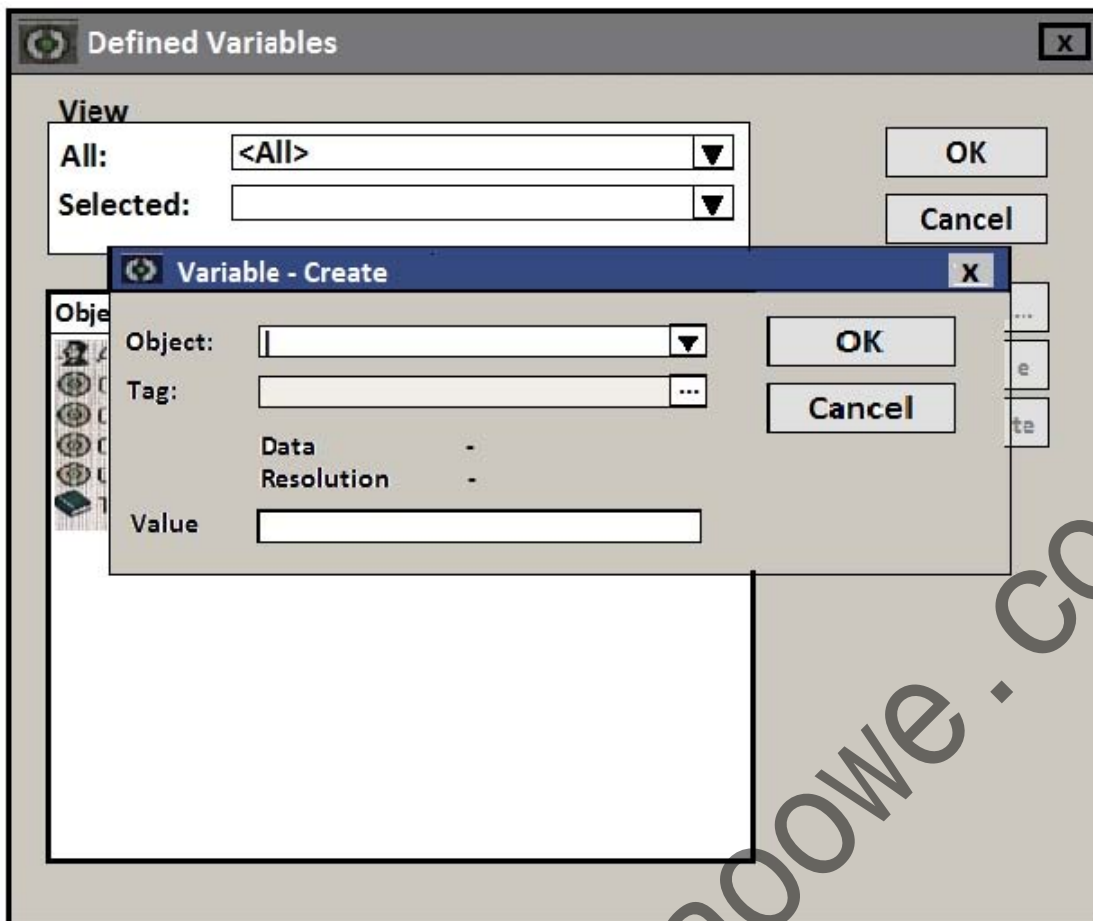
Correct Answer: B Section: (none)Explanation

Explanation/Reference:

Reference <http://nexustelecom.pl/wp-content/uploads/2016/06/Administering-Avaya-IPOCC-Task-FlowEditor.pdf> (page 8)

Question 23

View the Exhibit.



Refer to the

exhibit. You are creating variables to be used by a call tag within your task flow, and you want the variables to apply to the whole system.

Which object would you select for your variable?

- A. Topic
- B. Agent
- C. PBX
- D. Global

Correct Answer: A

Question 24

You need to make a change to the task flow, and when you select the active task flow set, you are not asked to make a copy.

Why is this happening?

- A. The password is only required when you first create the task flow set.
- B. You do not need a password because you are the administrator.
- C. The active task flow set has not been set as the default task flow set.
- D. You forgot to create a password for the task flow set.

Correct Answer: C

Question 25

You have imported the “choice_Transfer_to_Extension” IVR script, so the caller can dial the extension number of the person they are trying to contact.

Which parameter must be edited in the script for this to work?

- A. Nothing it read everything from the IP Oice
- B. First digit of the extension number
- C. the time the caller has to enter the extension number
- D. Length of extension number

Correct Answer: C

Question 26

The "Voice mail" Source element allow voicemail messages to be retrieved from where?

- A. VM Pro
- B. Any Voicemail Server
- C. An external Voicemail Server
- D. IPOCC Voicemail

Correct Answer: A

Question 27

An agent requires their UI to open and begin with a customized telephony file. Which three actions must you take? (Choose three.)

- A. Select the current Telephony file in UI Configuration Telephony from the agent
- B. Remove the default checkmark for UI Configuration Telephony
- C. Change the Agent's Authorizations
- D. Change the Agent's Privileges
- E. Restart the Agent's UI

Correct Answer: ABC

Question 28

What item is required to enable temporary Announcements in the task flow?

- A. Task Tag
- B. Global Variable
- C. Local Variable
- D. Call Tag

Correct Answer: D

Question 29

You have created your IVR script and activated it, however when you try to assign it to an IVR announcement element in your task flow it does not appear.

What is causing this problem?

- A. The IVR has not been assigned to a topic.
- B. The IVR has not been assigned to the task flow set.
- C. The IVR has not been assigned to the task flow.
- D. The IVR script has not been assigned to an IVR.

Correct Answer: C

Question 30

You have created a Task flow for a customer, and you can see the potential for it to be used again for your next installation.

How can you capture it for re-use?

- A. Take a screenshot, and then have it to hand when you created it again
- B. Copy it to a word document
- C. Export it to a folder on your PC
- D. It is not possible to capture task flow they all have to be created manually

Correct Answer: C

Question 31

In the TTrace default configuration, after how many days will the log files be deleted?

- A. 365
- B. 30
- C. 1
- D. 10

Correct Answer: D Section: (none) Explanation

Explanation/Reference:

explanation For every process, TTrace Server generates a log file and stores the log file in a specified folder on TTrace Server. By default, TTrace Server generates new log files every day and deletes them after 10 days. You can change the default settings through TTraceConfig.

Reference <http://downloads.avaya.com/css/P8/documents/101027465>

Question 32

Your data import has returned the message that the import has failed. Before trying to import again, which three steps are necessary? (Choose three.)

- A. Fix the problem identified in the import log file.
- B. Check the import log file to identify the problem.
- C. Reinstall the postgres database.
- D. Reinstall the IPOCC Server.
- E. Restore the empty cc and c3k databases.

Correct Answer: BCE

Question 33

In TTrace, what must be activated to show the service-related messages of all processes in one screen?

- A. Tool bar
- B. Service window
- C. Service view
- D. Status bar

Correct Answer: B Section: (none) Explanation
Explanation/Reference:
Reference <http://downloads.avaya.com/css/P8/documents/100175257> (page 22)

Question 34

Before restoring any of IPOCC databases, what must you do?

- A. Power off the IP Office.
- B. Log off all agents.
- C. Reboot the server.
- D. Stop the watchdog.

Correct Answer: D Section: (none) Explanation
Explanation/Reference:
Reference: <http://downloads.avaya.com/css/P8/documents/100182218> (page 44)

Question 35

Which application do you use to change the time of the re-occurring daily backup?

- A. IPOCC User Interface
- B. Manager
- C. PGAdmin
- D. Web Admin

Correct Answer: B

Question 36

What is used to check that all IPOCC services are up and running properly?

- A. TT Config
- B. TT Display
- C. Watchdog
- D. TT Console

Correct Answer: D Section: (none) Explanation
Explanation/Reference:
Reference <https://downloads.avaya.com/css/P8/documents/101032635>

Question 37

To display only the service related messages for each process in TTrace, what must be activated?

- A. All Process activated
- B. File View activated
- C. Status Window activated
- D. Service View activated

Correct Answer: A Section: (none) Explanation
Explanation/Reference:
Reference <http://downloads.avaya.com/css/P8/documents/100175257>

Question 38

In which database are the IPOCC configuration, reporting statistics, and taskflows stored?

- A. the AdB database
- B. the C3K database
- C. the Taskreporting database
- D. the CC database

Correct Answer: D

Question 39

If you implement a new IP Office Contact Center (IPOCC) on an existing, where must you install a license?

- A. Nowhere
- B. In the IP Office and in the IPOCC
- C. In the IPOCC
- D. In the IP Office

Correct Answer: C Section: (none) Explanation

Explanation/Reference:

Reference <http://downloads.avaya.com/css/P8/documents/100178686>

Question 40

Which two connections between IP Office and IP Office Contact Center are necessary? (Choose two.)

- A. SIP endpoint connection
- B. SIP trunk connection
- C. TAPI connection
- D. H323 connection

Correct Answer: BD Section: (none)Explanation

Explanation/Reference:

Reference <https://downloads.avaya.com/css/P8/documents/100182221>

<http://www.aooowe.com/>