

# **Avaya**

## **Exam 7304**

### **Avaya CallPilot Maintenance Exam**

**Verson: Demo**

**[ Total Questions: 10 ]**

**Question No : 1**

When logging into Avaya CallPilot, the Avaya CallPilot Manager menu banner is displayed. From this banner, it is possible to navigate through the system, if access has been given.

What determines the level of access?

- A. Mailbox keycode
- B. The LDAP server
- C. Mailbox number and password
- D. The LDAP server and time of day

**Answer: C**

**Question No : 2**

A system administrator is setting up system-Wide Message Archiving.

Which statement about configuring Message Archiving is true?

- A. The administrator is responsible for storage space availability.
- B. When Message Archiving is enabled, users can still use their defined Message Forwarding Rule.
- C. When Message Archiving is enabled, the user's Message Forwarding Rules are deleted.
- D. Message Forwarding takes priority over Message Archiving.

**Answer: A,B**

**Question No : 3**

A customer calls and reports to the attendant that after a Voice From is completed for placing an order the following prompt is played: Your response cannot be saved due to voice form maintenance. Please try again.

Why did Avaya CallPilot play this prompt?

- A. The caller failed to confirm his answers when prompted.
- B. The product is on back order, and no more new orders are being taken.

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- C.** The administrator disabled the Voice Form while the caller was responding to the prompts.
- D.** The caller did not answer questions within a specified time, and invalid Answer Handling was to Disconnect.

**Answer: C**

### Question No : 4

The system ready indicator is a visual indication of the status of the Avaya CallPilot system and shows at a glance what is happening with the system.

Which statement about the system ready indicator icon is true?

- A.** When the Avaya CallPilot server is in normal operation, the icon is white with an exclamation mark.
- B.** When calls are not being processed, an X appears on the icon.
- C.** When status information about the Avaya CallPilot server is currently unavailable the icon flashes a green checkmark.
- D.** When calls are being processed but some services are not working, the icon flashes a red question mark.

**Answer: A,B**

### Question No : 5

Some users in your company need the option to automatically save some or all of their messages.

Which statement is true about the Message Forwarding Rule and Message Archiving?

- A.** Using My CallPilot, users can create and enable a Message Forwarding Rule.
- B.** Using My CallPilot, users can create and enable system-wide Message Archiving.
- C.** Using My CallPilot, the administrator can create and enable a Message Forwarding Rule for the users.
- D.** Using Avaya CallPilot Manager, the administrator can create and enable a Message Forwarding Rule for the users.

**Answer: A**

**Question No : 6**

Message Waiting Indicators (MWIs) are used to signal users that new messages have arrived.

Which statement regarding Message Waiting Indicators is true?

- A. MWIs can be triggered by new or urgent messages.
- B. Up to 15 MWI DN's can be configured by the administrator.
- C. My CallPilot users cannot keep their associated MWI from displaying on their telset.
- D. The mailbox owner can change their MWI DN once it has been assigned by the administrator.

**Answer: A,C**

**Question No : 7**

The Maximum Channel Settings is used to limit the number of channels that the Service Directory Number (SDN) can use at any given time.

Which is a true statement about channel settings in the SDN table?

- A. If you set the minimum number of channels allocated to a service at zero, no channels are available for this service.
- B. To limit how many channels an application can use simultaneously to a specific number, add a check mark in the Use Default maximum box.
- C. If you want to guarantee that a service has access to a certain number of channels at any one time, type this number in the Minimum Channels box.
- D. To allow dynamic channel allocation based on available resources for a voice media type ' application, enter the number 1 in the Minimum Channels box.

**Answer: C**

**Question No : 8**

Personal Distribution Lists (PDL) can be used by Avaya CallPilot users. In which place can authorized users access PDLs?

- A. My CallPilot
- B. Mailbox links
- C. Avaya CallPilot Manager
- D. Static Shared Distribution Lists

**Answer: A**

**Question No : 9**

The Avaya CallPilot Voice Item Maintenance (VIM) and Fax Item Maintenance (FIM) services must be defined in Avaya CallPilot before remote application maintenance services will function. The VIM and FIM must have a number defined in a table on the system.

Which table contains the definition?

- A. SDN table
- B. VIM Service table
- C. FIM Service table
- D. Remote Service table

**Answer: A**

**Question No : 10**

The administrator will use Application Builder to design an application so callers will have a choice between billing and accounts receivable. The system has six blocks in the Basic Block Palette that will be used.

Which block from the Basic Block is available?

- A. Start
- B. Begin
- C. Rotary
- D. Call Transfer

**Answer: D**

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