

Avaya

Exam 7750X

Avaya IP Office™ Contact Center Implementation and Expanded Configuration Exam

Verson: Demo

[Total Questions: 10]

Question No : 1

Which license is required to provide telephony call control within the IPOCC Agent UI?

- A. VALUE_CIE_CC_SUPERVISOR
- B. Contact Recorder License
- C. FEAT_CIE_CC_UMR
- D. CTI Pro License

Answer: B

Question No : 2

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

Answer: A

Question No : 3

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

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

Answer: D

Explanation:

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 No : 4

To instruct the agent to give information to certain callers, a customer wants to have the ability to display a script for their agent in the realtime screen.

Which realtime element is used to achieve this?

- A. Direct Call Element
- B. Customer History Element
- C. Internet Browser Element
- D. Value Element

Answer: D

Question No : 5

What would you use to import IPOCC licenses?

- A. IPOCC License Manager
- B. WebLM
- C. Web Management
- D. Manager

Answer: B

Question No : 6

View the Exhibit.

Tag - Create

Name: German

Type

System-specific

Used-defined

Skill

Data type: Number

Resolution: Integer

Can be changed by CGI server

Overwrite-protection

Applying Tags into Task resulting from Conference/Transfer
Tag from Consultation...

Ignore

Apply, where applicable overwrite

Apply only if transferred, where applicable overwrite

Apply only if not available in the original task

OK

Cancel

Refer to the exhibit. The exhibit shows a screen shot of a tag that has been created in the tag list.

What is the intended purpose of this tag?

- A. to reject any caller from Germany
- B. to pass the call to a German language auto attendant
- C. to identify calls with a German telephone number
- D. to pass the call too an agent with German speaking skills

Answer: A

Question No : 7

Prior to using the dataimport.exe file, which action should you perform?

- A. Import
- B. Reboot
- C. Backup
- D. Activate

Answer: D

Question No : 8

You have completed the Avaya_IP_Office_Contact_Center_Configuration.xlsm workbook and are ready to launch the DataImport.exe file.

Which two passwords are required to execute the DataImport.exe successfully? (Choose two.)

- A. WebLM administrator password
- B. IP Office Security User password
- C. IP Office Service User password
- D. IPOCC Administrator password
- E. IP Office System password

Answer: D,E

Question No : 9

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

Answer: C

Question No : 10

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.

Answer: D

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