

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.

Referencehttp://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

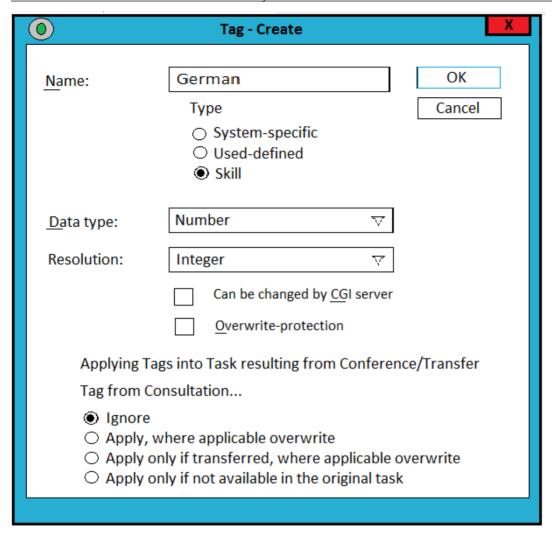
What would you use to import IPOCC licenses?

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

Answer: B

Question No: 6

View the Exhibit.



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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