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Avaya IP Office Contact Center Implementation and Expanded Configuration Exam

Avaya 7750X

Version Demo

Total Demo Questions: 10

Total Premium Questions: 70

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Topic Break Down

Topic	No. of Questions
Topic 1, Refer to the exhibit. The exhibit shows a simple task flow, where two different topics are being assigned to a single agent group. Topic 2 will connect, but Topic 1 will not connect, and its small connector box is dark greyed out.	9
Topic 2, Mixed Questions	61
Total	70

QUESTION NO: 1

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

ANSWER: B

Explanation:

:

Referencehttp://nexustelecom.pl/wp-content/uploads/2016/06/Administering-AvayaIPOCC-Task-Flow-Editor.pdf(page 8)

QUESTION NO: 2

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

A. Topic Dialer

B. Campaign Dialer

C. Mechanic Dialer

D. PreviewDialer

E. Direct Dialer

ANSWER: C D E

Explanation:

:

Referencehttps://downloads.avaya.com/css/P8/documents/100182219

QUESTION NO: 3

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: 4

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 defaultcheckmark for UI Configuration Telephony

C. Change the Agent's Authorizations

D. Change the Agent's Privileges

E. Restartthe Agent's UI

ANSWER: A B C

QUESTION NO: 5

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

ANSWER: A

Explanation:

:

Referencehttp://downloads.avaya.com/css/P8/documents/100175257

QUESTION NO: 6

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

A. Import

B. Reboot

C. Backup

D. Activate

ANSWER: D

QUESTION NO: 7

Which three preconditions must be met to import the configuration data in the IP Office

Contact Center? (Choose three.)

A. The database must beempty

B. The watchdog need to be running

C. The license file must be installed first

D. The postgres database need to be running

ANSWER: A B C

QUESTION NO: 8

Which Text-to-Speech engine is supported with IP Office Contact Center?

A. SVOX

B. Nuance

C. Microsoft

D. IVONA

ANSWER: C

Explanation:

:

Referencehttps://downloads.avaya.com/elmodocs2/ip_office/DOCS3_0/DATA/Additional/mergedProjects/productdescription/voicemail/usingtts.htm

QUESTION NO: 9

What are two ways that supervisors may be given the ability to change the skill levels of the agents and topic? (Choose two.)

A. Create different profiles, so they can change the agentgroups as and when required.

B. Give them access to the configuration of topics and agents.

C. Allow them the privilege to change skills.

D. Give access to the skills overview screen.

ANSWER: C D

Explanation:

:

Referencehttps://downloads.avaya.com/elmodocs2/contact_center/r3v11/210505_1/21050 5_1.pdf(page 27)

QUESTION NO: 10

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

ANSWER: D

Explanation:

:

Referencehttps://support.avaya.com/forums/showthread.php?t=5119

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