

DUMPS ARENA

Avaya Workforce Optimization Select Implementation and Support Exam

Avaya 7765X

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

In Avaya Workforce Optimization Select System Administration, which three levels of configurations are supported? (Choose three.)

- A. Node
- B. Component
- C. Analytics
- D. Service
- E. Application

ANSWER: B C D

QUESTION NO: 2

For which three purposes can the Desktop Monitor tool be used? (Choose three.)

- A. archiving calls
- B. on demand recording based on agent activity
- C. tagging business variables to an interaction
- D. warning the agents about unwarranted activity
- E. masking and muting Interactions where there is sensitive information

ANSWER: A C D

QUESTION NO: 3

A technician is installing Avaya Workforce Optimization Select and wants to use the Communication Server 1000 switch as the telephony switching platform.

Under the ACD in the standard setup screen, which option should the technician select?

- A. IPOCC
- B. ACCS
- C. ICR
- D. AACC

ANSWER: B

QUESTION NO: 4

In which three scenarios is Interaction download allowed? (Choose three.)

- A. When the Agent who took the Interaction has resigned
- B. When the Interaction is tagged not to be downloaded
- C. When the Interaction is tagged with Flag for QA
- D. When the Interaction is archived

ANSWER: A C D

QUESTION NO: 5

Which two are supported SMTP connection protocols? (Choose two.)

- A. POP3
- B. SMTP
- C. SMTPS
- D. IMAP

ANSWER: B

QUESTION NO: 6

How can a quality evaluator perform mock evaluations?

- A. by creating a custom evaluation type
- B. by associating a custom evaluation type, while evaluating the interaction
- C. by selecting 'Normal' as the evaluation type, while evaluating an interaction
- D. by creating and associating a custom evaluation type, which is flagged as ignored from scoring, while evaluating

ANSWER: D

QUESTION NO: 7

Which three are in the pre-install checklist? (Choose three.)

- A. Valid SMTP (Mail) server Address
- B. Compatible server OS
- C. Server Port assignments
- D. Avaya WebLM
- E. Set Java environment variable

ANSWER: D

QUESTION NO: 8

What are two options for agents/supervisors when they disagree with an evaluation score? (Choose two.)

- A. They can decline the evaluation.
- B. They can appeal the evaluation.
- C. They can escalate it with the superior.
- D. They can click on the disagree button in the evaluation view mode.

ANSWER: B D

QUESTION NO: 9

With Communication Manager, what is the Avaya Workforce Optimization Select preferred type of integration?

- A. TSAPI
- B. TAPI
- C. MLS
- D. SIP

ANSWER: A

QUESTION NO: 10

What are three ways to configure a common set of recording rules for few or all the employees? (Choose three.)

- A. System Configuration
- B. Storage Rules

C. Employees > Voice Settings

D. Recording Rules

E. Bulk Actions

ANSWER: C D E