

DUMPS ARENA

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

You have entered your licenses successfully, and now you want to check you have the correct amount of supervisor licenses for the customer.

Which screen in WebLM will show you this information?

- A. CIE View License Capacity
- B. CIE View Peak Usage
- C. License Install
- D. Licensed Product

ANSWER: C

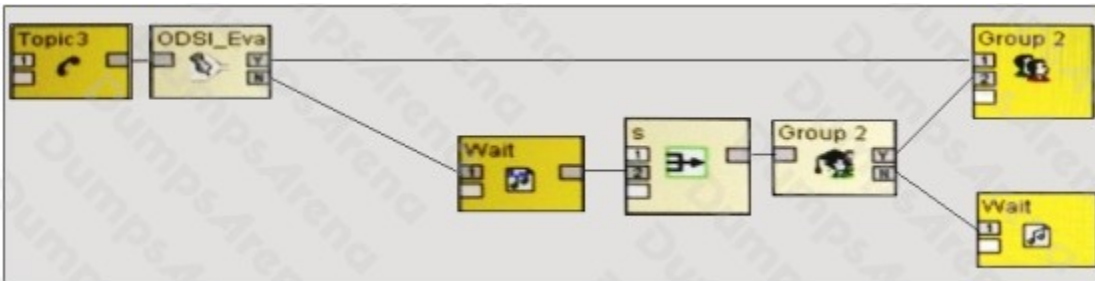
Explanation:

:

Reference <https://downloads.avaya.com/css/P8/documents/100057555>(page 12)

QUESTION NO: 2

View the Exhibit.



Refer to the exhibit. In this outbound task flow example using the mechanical dialer, what is the first contact the customer will hear?

- A. Wait Announcement
- B. Agent from Group 2
- C. Agent from Group 1
- D. Topic3

ANSWER: D**Explanation:**

:

Reference http://www.telenova.bg/bg/%D0%BF%D1%80%D0%BE%D0%B4%D1%83%D0%BA%D1%82%D0%B8/%D1%82%D0%B5%D0%BB%D0%B5%D1%84%D0%BE%D0%BD%D0%BD%D0%B8-%D1%86%D0%B5%D0%BD%D1%82%D1%80%D0%B0%D0%BB%D0%B8/item/download/238_7f52715eb919334e0f4156ed489ff792

QUESTION NO: 3

Which two factors determine which call will be routed via the “Last Agent” element?

(Choose two.)

- A. If the Caller know the extension number of the Agent
- B. How long ago the agent spoke to the caller
- C. Minimum contact time during the last conversation with the agent
- D. The Last Agent available in the group
- E. If the Customer in is the Agents personal contacts list

ANSWER: B E**Explanation:**

:

It is possible to create a task flow that will look at the Incoming CLID of a caller, and based on it look to match the caller with the Agent who last dealt with their query, if available. The Last agent element is used for this feature.

Reference <http://downloads.avaya.com/css/P8/documents/100182213>

QUESTION NO: 4

Which two Elements are known as Destination Elements? (Choose two.)

- A. New Task Element
- B. Agent Group Element
- C. Queue Full Element

- D. Logical Element
- E. Last Agent Element

ANSWER: B E

Explanation:

:

Reference <http://downloads.avaya.com/css/P8/documents/100182213>(page 11)

QUESTION NO: 5

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: 6

You have added the Silent Monitor button to the contact bar, however the supervisor is reporting that the icon has not appeared on the UI.

What can the agent do to resolve this problem?

- A. Reset their password.
- B. Logo and log back on again.
- C. Generate a call.
- D. Run a historical report.

ANSWER: B

QUESTION NO: 7

Before restoring any of IPOCC databases, what must you do?

- A. Power off the IP Office.
- B. Log off all agents.
- C. Reboot the server.
- D. Stop the watchdog.

ANSWER: D**Explanation:**

:

References:

QUESTION NO: 8

Which two statements about Database integration in the IP Office Contact Center are true?

(Choose two.)

- A. Customers are directed to agents dependent on the agents priority.
- B. Customers are directed to agents dependent on the information they input.
- C. Customers are directed to agents dependent on time of day.
- D. Customers are directed to agents dependent on number they are calling from.

ANSWER: C D**QUESTION NO: 9**

Which two connections between IP Office and IP Office Contact Center are necessary?

(Choose two.)

- A. SIP endpoint connection
- B. SIP trunk connection
- C. TAPI connection

D. H323 connection

ANSWER: B D

Explanation:

:

Reference <https://downloads.avaya.com/css/P8/documents/100182221>

QUESTION NO: 10

You have successfully deployed an IPOCC server in the customer's virtual environment and have configured the virtual machine to meet the OVA specifications in the Avaya IP

Office Contact Center Reference Configuration document.

Which two tasks do you need to complete before importing the customer intonation into

IPOCC? (Choose two.)

- A. Change the IP Office Service User password
- B. Upgrade the VMWare Tools on the IPOCC Server to the latest release
- C. Configure the Network Settings on the IPOCC Server
- D. Change the IPOCC Server Hostname
- E. Install the vSphere Client on the IPOCC Server

ANSWER: B C