Exam Questions 7765X

Avaya Workforce Optimization Select Implementation and Support Exam

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NEW QUESTION 1
What is the number of databases that are created in the SQL Server?

A. 3
B. 1
C. 2
D. 4

Answer: A

NEW QUESTION 2
Where can the Calibration task that have been assigned to Quality Analyst be viewed?

A. Evaluate > My Assignments
B. Calibrations
C. View Evaluations
D. Evaluate > Adhoc Evaluations

Answer: B

NEW QUESTION 3
In Avaya Workforce Optimization Select 5.0, which three storage systems are supported Network Storage Systems? (Choose three.)

A. Portable external SSD
B. Content-Addressed Storage (CAS)
C. Network Attached Storage (NAS)
D. Direct Attached Storage (DAS)
E. Storage Area Networks (SAN)

Answer: CDE

NEW QUESTION 4
What is required to generate encryptions/decryption keys?

A. OpenSSL
B. TLSv1.0
C. OpenSSH
D. RSA encryption

Answer: A

NEW QUESTION 5
How can a user access data of employees belonging to a different reporting hierarchies?

A. Create and give access to a custom group.
B. Create a custom group.
C. Give access to the supervisor group.
D. Modify the role hierarchy so that all the employees report to the user.

Answer: B

NEW QUESTION 6
Where can you create data partitioned Organization Unit types, and how many can be created?

A. Asset Management, 2
B. AWFOS, 1
C. Tenant Administration, 1
D. System Configuration, 2

Answer: C

NEW QUESTION 7
For an Avaya Workforce Optimization Select deployment, in which two places can you view the license and modules that were purchased? (Choose two.)

A. Configuration
B. System Configuration
C. Organization Profile
D. License Details interface in Tenant Administration

Answer: BC

NEW QUESTION 8
Which organization level is recommended as a best practice for setting up Feature permissions?

A. Role level
B. Employee level
C. Group level
D. OU level

Answer: B

NEW QUESTION 9
What are two options for sharing the report with other users? (Choose two.)

A. Save the report, and put it on a thumb drive.
B. Schedule and mail the report to multiple users.
C. Download and email the report.
D. Make the report public.

Answer: BC

Explanation: Reference https://downloads.avaya.com/css/P8/documents/101025299

NEW QUESTION 10
Which three types of recordings are supported in Avaya Workforce Optimization Select 5.0? (Choose three.)

A. SIPREC
B. IPOCC passive
C. Active DMCC
D. Station Side
E. Active MLS

Answer: BDE

NEW QUESTION 10
Which three ACD integrations are supported in Avaya Workforce Optimization Select 5.0? (Choose three.)

A. Genesys Passive/Active
B. UCCX with JTAPI
C. AACC on CM or CS1K
D. IPOCC on IP Office
E. ACCS on IP Office

Answer: CDE

NEW QUESTION 13
In which three scenarios is 'Settings link under Profile drop down' hidden? (Choose three.)

A. when the users account is locked by administrators
B. when the Changeable option is not enabled under Password Policy
C. when users do not have access to Profile Settings manage permissions
D. when Password Policy is made inactive
E. when Use LDAP authentication is enabled

Answer: ACE

NEW QUESTION 16
What are three functions of System Administration --> Tenant management? (Choose three.)

A. Configure components parameters.
B. Configure alert manager.
C. Update tenant name.
D. lookup License detail.
E. Create data partitions.

Answer: CDE

NEW QUESTION 21
Which two files have to be copied into JAVA_HOME\jre8\lib\security to enable strong encryption in Java? (Choose two.)

A. local_policy.jar
B. US_export_policy.jar
C. jce_policy.jar
D. java_security.jar

Answer: AB

NEW QUESTION 22

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: ABD

NEW QUESTION 27
Which two third party software programs are installed with Avaya Workforce Optimization Select? (Choose two.)

A. Jboss
B. Textpad
C. Eclipse
D. Open JDK
E. WinPCap

Answer: AE

NEW QUESTION 32
A technician is installing Avaya Workforce Optimization Select and wants to use the Communication Manager switch as the telephony switching platform.
Under the ACD in the standard setup screen, which option should the technician select?

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

Answer: D

NEW QUESTION 33
In Employee Manager, which Bulk Action is not possible?

A. Bulk Change the Supervisor Association
B. Bulk Change of Privileges
C. Bulk Change of Queue Association
D. Bulk Change the Recording Configuration

Answer: A

NEW QUESTION 34
When an Interaction Summary report is generated with 'My Group' as a Group option, which interactions will be considered?

A. all the agents that the logged in user has access to
B. all the agents in the logged in users department
C. all the agents in the logged in users hierarchy
D. all the agents reporting to the logged in user

Answer: C

NEW QUESTION 37
For IP Office/ACCS, which components have to be configured in system management to record calls?

A. TAPIAdapter/AvayaAdapter/Recorder
B. AESAdapter/AvayaAdapter/Recorder
C. TAPIAdapter/AACCNetAdapter/Recorder
D. AESAdapter/AvayaAdapter/AACCNetAdapter/Recorder

Answer: C

NEW QUESTION 42
Which action is not required for an IP Office Contact Center deployment?

A. Configuring the switch IP address
B. Enabling TAPI3 Tracing
C. Installing TAPI3 Driver
D. Installing TSAPI Driver

Answer: D

NEW QUESTION 44
What does the Desktop Monitor application support?

A. all browsers but not Windows applications
B. only the Internet Explorer browser
C. only the Chrome browser
D. all Windows applications and browsers

Answer: B

NEW QUESTION 46
Which three features are part of the Evaluate module? (Choose three.)

A. Evaluation form design
B. Appeals
C. Assigning Coaching Assignments
D. Creation of Course/Quiz
E. Calibrations

Answer: BCE

NEW QUESTION 47
Which ACD integration is allowed with CS1K PBX switch?

A. Avaya Call Center Elite
B. Avaya IP Office Contact Center
C. Avaya Aura Contact Center
D. Avaya Contact Center Select

Answer: B

NEW QUESTION 48
Where can the health of all the key services of Avaya Workforce Optimization Select be monitored?

A. Notifications
B. Log Manager
C. Alert Manager
D. Asset details in Tenant Administration

Answer: A

NEW QUESTION 52
Which three required paths are needed on the Avaya Workforce Optimization Select installer Required information screen? (Choose three.)

A. WFO_HOME path
B. Recorder path
C. Installation path
D. Mail Server path
E. Log path

Answer: ABC

NEW QUESTION 54
When an Interaction is Flagged for QA, where can the QA Analyst see this interaction?

A. Plans
B. Evaluate > My Assignments
C. Adhoc Evaluations
D. View Evaluations
E. Distribution Pool

Answer: B

NEW QUESTION 59
When voice packet processing specific issues are observed, which three actions will help troubleshoot the problem? (Choose three.)

A. Delete WinPcap Library from system.
B. Restart recorder components.
C. Monitor the recorder packet filter string configuration.
D. Inspect the voice NIC IP address configuration.
E. Check for voice traffic using tools like 'wireshark'.

Answer: BDE

NEW QUESTION 60
How many roles can be created in Avaya Workforce Optimization Select service?

A. up to twenty

B. unlimited
C. a maximum of three
D. up to five

Answer: B

NEW QUESTION 62
When configuring AACCNet Adapter, which configuration parameter is not a valid configuration entity?

A. 33029
B. 29373
C. 34301
D. 34302

Answer: A

NEW QUESTION 63
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: ABD

NEW QUESTION 68
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: D

NEW QUESTION 69
Which three AWFOS server roles are supported by the AWOFS installer? (Choose three.)

A. Web application
B. Database
C. Recorder
D. Reports
E. Evaluate

Answer: ABC

NEW QUESTION 74
Which Encryption algorithm is used for call encryption in Avaya Workforce Optimization Select 5.0?

A. RSA 256-bit
B. AES 1024-bit
C. AES 256-bit
D. RSA 1024-bit

Answer: A

NEW QUESTION 78
Which two ACD integrations are allowed with IP Office? (Choose two.)

A. Avaya Aura Contact Center
B. Avaya Contact Center Select
C. Avaya IP Office Contact Center
D. Avaya Call Center Elite

Answer: CD

NEW QUESTION 83
Which report will help Supervisors view the Evaluations scores for their team, for the last 6 months?

A. Evaluation Summary
B. Evaluation Details
C. Evaluation Trend

D. AHT Trend

Answer: A

NEW QUESTION 88
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