7765X Dumps

Avaya Workforce Optimization Select Implementation and Support Exam

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NEW QUESTION 1
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: ACD

NEW QUESTION 2
Avaya Workforce Optimization Select is setup to use Pacific Time. An agent is located in the Eastern Time zone and the supervisor is located in Mountain Time zone.
When supervisor views the particular agent interaction, in which time zone will the call start time be showing?

A. Mountain Time
B. Pacific Time
C. System Time
D. Eastern Time

Answer: D

NEW QUESTION 3
What is required to generate encryptions/decryption keys?

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

Answer: A

NEW QUESTION 4
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 5
Which URL will you launch to check the agent state when calls are not getting recorded in a free seating environment?

A. http://ip_addr:34101/AvayaAdapter/DebugServlet
B. http://ip_addr:34101/AvayaAdapter
C. http://ip_addr:34101/AACCNETAdapter/DebugServlet
D. http://ip_addr:34112/AvayaAdapter/DebugServlet

Answer: C

NEW QUESTION 6
Which action can Auto Assign elearning courses/quizzes?

A. View the Evaluations.
B. Assign them via coaching.
C. Assign them from library interface.
D. Associate course/quiz to a response.

Answer: C

NEW QUESTION 7
What is the permission that allows a supervisor to administer all the employees?

A. Company Admin
B. System Admin
C. Superuser
D. App Admin

Answer: B

NEW QUESTION 8
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: ACD

NEW QUESTION 9
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 10
The error message displayed is:
"You cannot play this interaction as the audio could not be loaded either because of unsupported file format or server/network failure."
Which action is not a valid troubleshooting step to help resolve the error?

A. Check if the user has permission to play the Interaction.
B. Check if the file is available in the storage location.
C. Check if the Media Manager service is running.
D. Check if the browser supports HTML5.

Answer: D

NEW QUESTION 10
When are agent interactions not visible to a user?

A. when the agent is marked as Inactive
B. when Interactions of the agent are deleted
C. when user does not have access to agent
D. when agent is removed from users 'My Group'

Answer: B

NEW QUESTION 12
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 16
With Communication Manager, what is the Avaya Workforce Optimization Select preferred type of integration?

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

Answer: A

NEW QUESTION 20
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 23
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 25
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 28
Which action is not a recommended troubleshooting step, while the calls for the logged-in Agents are not getting recorded?

A. Verify that the Recorder, Signaling Adapter and Media adapter have loaded the agent from the database
B. Check the agent recording profile in AWFOS Admin - Employee management
C. Verify that AWFOS received the agent login information
D. Verify the Agent is able to login to the AWFOS application to ensure the recordings are happening

Answer: A

NEW QUESTION 30
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: ACD

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 36
Which Workforce Optimization Select component(s) are required for CM+AACC (Active) deployment?

A. AES Adapter, Avaya Adapter, AACCNetAdapter
B. Avaya Adapter and AACCNetAdapter
C. AACCNet Adapter and AES Adapter
D. AES Adapter

Answer: B

NEW QUESTION 39
Which integration is not supported with Avaya Aura Contact Center?

A. CS1000 - Passive
B. CM - Active and Passive
C. CS1000 - Active
D. IP Office

Answer: B

NEW QUESTION 40
What are three ways to assign eLearning courses/quizzes? (Choose three.)

A. Interaction playback
B. Learn>Library
C. Management
D. Coaching
E. Evaluation

Answer: BCE

NEW QUESTION 42
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 45
In which three ways does Avaya Workforce Optimization Select achieve PCI Compliance? (Choose three.)

A. Encryption Key management using RSA
B. Role-based access control to improve security and administration
C. Password policy including Password synta
D. Password history, and Password expiration and lockout
E. The ability to mute a portion of the call recording using a CRM integration AP
F. For example, muting segments with credit card Information
G. AES 256-bit encryption to protect data when recorded, in transit, and archived on storage

Answer: BCE

NEW QUESTION 49
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 50
When a user tries to start the Recorder service, it fails to start, in spite of multiple attempts. In the Recorder logs you see the following message: "no Adapter information is configured".
What is the cause of the issue?

A. The Adapter name is configured wrongly in Recorder Dynamic configuration.
B. The wrong IP address or DNS name is provided in the parameter.
C. You are unable to open NIC for packet capture.
D. The UseCTIIntegration parameter is set to FALSE.

Answer: A

NEW QUESTION 53
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 56
When logging into the SysAdmin web application, what is the basic troubleshooting step recommended if the Error Message "Invalid License Key" is displayed?

A. Ensure the Sys Admin has established the AWFOS DB connectivity.
B. Ensure the services are restarted after the install.
C. Ensure the WebLM service is reachable from the server on which SysAdmin service Is installed.
D. Ensure the server is restarted after the install.

Answer: C

NEW QUESTION 59
Which two IP addresses/hostnames are needed by the Avaya Workforce Optimization Select installer? (Choose two.)

A. WebLM
B. Database
C. PBX
D. SAN/NAS storage

Answer: AB

NEW QUESTION 61
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 64
How can a user automate the process of assigning evaluation tasks for specific weekday(s)/week?

A. by setting up an evaluation plan
B. by modifying the application that randomly decides the weekday
C. by changing the distribution pool
D. by clearing all Adhoc evaluations

Answer: A

NEW QUESTION 69
Which two ways can the Privileges for a set of employees be modified, without disturbing the privileges defined for other employees belonging to the same Role? (Choose two.)

A. Modify privileges for each employee.
B. Create a role with a new set of privileges, and associate the employees.
C. Modify the privileges at Role level.
D. Modify privileges for the selected employees in bulk.

Answer: BD

NEW QUESTION 73
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