7765X Dumps

Avaya Workforce Optimization Select Implementation and Support Exam

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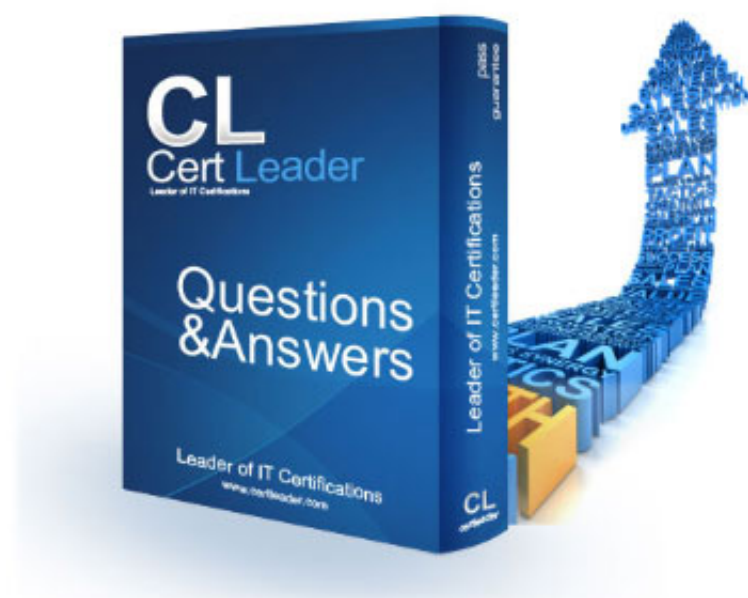
NEW QUESTION 1
What are three ways to configure a common set of recording rules for few or all the employees? (Choose three.)

A. System Configuration
B. Storage Rules
C. Employees > Voice Settings
D. Recording Rules
E. Bulk Actions

Answer: ACD

NEW QUESTION 2
For a 300 seat installation of Quality Management (QM) edition on a single site, how many servers do you need?

A. 4 servers (2 for recorder, 1 for DB, 1 Web)
B. 3 servers (1 each for DB, Web & Recorder)
C. 2 servers (1 for Web & DB; 1 for Recorder)
D. 1 Server (Web, DB and Recorder on the same server)

Answer: C

NEW QUESTION 3
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 4
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 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
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 7
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 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
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
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 14
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 19
Which statement is true about removing an employee?

A. An employee can be purged from employee administration.
B. An employee cannot be deleted from employee administration.
C. An employee can be deleted only through bulk actions.
D. An employee can be deleted only if they have no interactions.

Answer: A

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 24
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 29
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 30
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 32
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 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 40
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 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 49

In which two ways can you tag additional meta-data information with a call that is being handled by Agents, without any third-party integration? (Choose two.)

A. by utilizing the API calls provided by a third party
B. by using Desktop Monitor > Learning Console
C. by manually entering into MS Excel and import back into application
D. by managing the Tags feature in the application

Answer: BD

NEW QUESTION 50
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 53
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 57
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 61
To which module(s) does the Avaya Workforce Optimization Select default 'admin' user have access?

A. Administration and Reports module
B. Administration and Live Monitoring module
C. only Administration module
D. all modules

Answer: A

NEW QUESTION 62
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

NEW QUESTION 64
What are three functions of System Administration --> System Administration? (Choose three.)

A. Configure alert manager
B. Configure components parameters
C. Create data partitions
D. Lookup License detail
E. User Management

Answer: ABE

NEW QUESTION 69
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 72
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 74
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 75
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