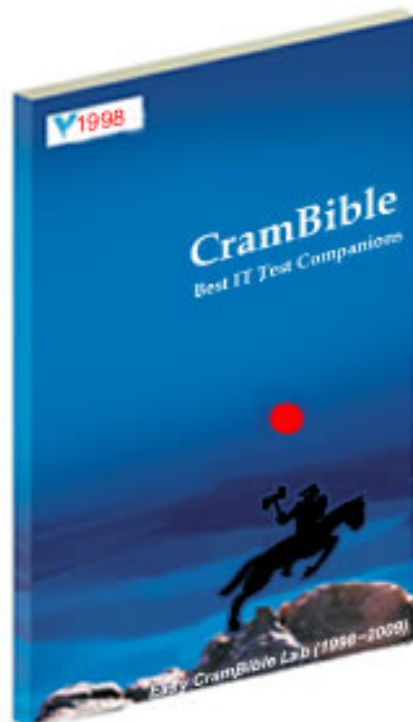


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132-S-710.2

Avaya Specialist: Call Center Design Elective Exam

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THE TOTAL NUMBER OF QUESTIONS IS 114**QUESTION NO: 1**

Your customer wants to deploy a distributed call center supporting a total of 300 agents with many small locations supporting two agents and six administrative staff licensed off of one current Avaya Communication Manager (ACM) server.

What is the most cost-effective solution to meet the client's needs?

A. Central Site: S87XX

Branch Sites: G700

B. Central Site: S87XX

Branch Sites: G350

C. Central Site: S8500

Branch Sites: G350

D. Central Site: S8500

Branch Sites: G250

ANSWER: D

QUESTION NO: 2

While performing discovery for a new ACD customer, you discover they need 150 multimedia agents, and their budget is very limited.

Which solution would you recommend to meet the customer's needs?

A. Avaya IP Office

B. Avaya Contact Center Express (CCE)

C. Avaya Customer Interaction Express (CIE)

D. Avaya Interactive Center (IC)

ANSWER: C

QUESTION NO: 3

You are preparing for a new implementation Avaya Customer Interaction Express.

Which document outlines the “Offer-Specific Customer Responsibilities”?

- A. Avaya Solution Design Document
- B. Statement of Work
- C. Avaya Order Form
- D. Addendum to Customer Agreement

ANSWER: B

QUESTION NO: 4

Your customer is establishing a small call center. Their requirements include having the ability to store the historical data for a minimum of 60 days.

Which reporting system fulfills their requirements and minimizes the cost?

- A. Avaya Operational Analyst (OA)
- B. Avaya Call Management System (CMS)
- C. Avaya Basic Call Management System (BCMS)
- D. Avaya Basic Call Management Reporting-Desktop (BCMR-D)

ANSWER: D

QUESTION NO: 5

While developing an IP call recording solution for a call center you consider the Time Slot impact on the system. Call Center R3.1 introduced the No-talk FAC (Facility Access Code) for Service Observing feature which can reduce the Time Slot usage of a call recording solution.

What are two potential limitations of this capability? (Choose two)

- A. Not available for H.248 Media Gateways (G700/G350/G250)
- B. Limits the amount of recording time
- C. Recording device does not have a Talk Path to insert a warning tone
- D. Only available on G0720 Media Servers

ANSWER: A, D

QUESTION NO: 6

An existing Avaya Call Center customer with Avaya Call Management System (CMS) is adding Interaction Center with Operational Analyst.

Which two features must be active on the CMS to support the ECH Handler to Operational Analyst? (Choose two.)

- A. LFI
- B. CLINT (External Application)
- C. Domain Name Service (DNS)
- D. External Call History

ANSWER: B D

QUESTION NO: 7

When proposing a VoIP call center solution to a customer, which three data network capabilities should be evaluated prior to the sale? (Choose three.)

- A. time slots
- B. VLAN strategy
- C. QoS/CoS strategy
- D. Call Center Reporting Requirements
- E. availability of Switched Layer 2 to the desktop

ANSWER: B, C, E

QUESTION NO: 8

You are preparing for a new implementation of Avaya Customer Interaction Express.

Which three technical skill sets would be helpful to have enlisted in order to implement?

(Choose three.)

- A. Microsoft Server Systems Administration
- B. Avaya Communication Manager Systems Administration
- C. Microsoft SQL Database Administration
- D. Avaya AE Services Administration
- E. Avaya Call Management Systems Administration

ANSWER: A, B, D

QUESTION NO: 9

Your customer has Avaya Communication Manager 2.0, Call Center 2.0 with Call Management System R12. They have agents that remain in After Call Work (ACW) mode for extended periods of time. Therefore, the reported results do not accurately reflect activity that is occurring.

Which solution provides accurate reporting?

- A. reboot the Avaya Call Management System (CMS)
- B. access the Avaya Communication Manager (ACM), then busy out and release the agents
- C. upgrade the Avaya Communication Manager (ACM) and Avaya Call Center to 4.0 for Forced Agent Logout from ACW
- D. upgrade to Avaya Call Center 4.0 and Avaya Call Management System (CMS) Release