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Avaya Workforce Optimization Select Implementation and Support Exam

Avaya 7765X

Version Demo

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QUESTION NO: 1

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: A

QUESTION NO: 2

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: D

QUESTION NO: 3

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: C D

QUESTION NO: 4

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/AACNetAdapter/Recorder
- D. AESAdapter/AvayaAdapter/AACNetAdapter/Recorder

ANSWER: A

QUESTION NO: 5

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: B

QUESTION NO: 6

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: A D

QUESTION NO: 7

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 syntax. Password history, and Password expiration and lockout
- D. The ability to mute a portion of the call recording using a CRM integration API. For example, muting segments with credit card Information
- E. AES 256-bit encryption to protect data when recorded, in transit, and archived on storage

ANSWER: B C E

QUESTION NO: 8

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: A C

QUESTION NO: 9

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

QUESTION NO: 10

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: A B C