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Avaya CallPilot Maintenance

Avaya 7304

Version Demo

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QUESTION NO: 1

A single user receives an error message when trying to log onto My CallPilot. All other users can logon successfully, as the administrator, you have accessed the Avaya CallPilot

Manager and ensured that the user's account has My CallPilot and desktop privileges.

What other configurations should you check?

- A. The TCP port for SSL configured under User/SSL port on the Avaya CallPilot server
- B. The IP address configured under User/Avaya CallPilot Server on the Avaya CallPilot server
- C. The TCP port configured on the My CallPilot login page on the user's PC under Configure/SSL Port
- D. The Avaya CallPilot address configured on the My CallPilot login page on the user's PC under Configure/Avaya CallPilot Server

ANSWER: D

QUESTION NO: 2

Message Waiting Indicators (MWIs) are used to signal users that new messages have arrived.

Which statement regarding Message Waiting Indicators is true?

- A. MWIs can be triggered by new or urgent messages.
- B. Up to 15 MWI DN's can be configured by the administrator.
- C. My CallPilot users cannot keep their associated MWI from displaying on their telset.
- D. The mailbox owner can change their MWI DN once it has been assigned by the administrator.

ANSWER: A C

QUESTION NO: 3

Which statement about configuring Remote Notification is true?

- A. The schedule is defined in the mailbox class.
- B. It can be configured for up to three target Directory Numbers (DN's).
- C. It allows only a specific number of retries before notification is turned off.
- D. The user's notification number cannot be set up using telephone keypad commands.

ANSWER: C

QUESTION NO: 4

You need to know the last time your password was changed. How can you find that information using My CallPilot?

- A. E-mail Messages tab
- B. Avaya CallPilot Features tab
- C. Useful Information tab
- D. Avaya CallPilot Messages tab

ANSWER: A

QUESTION NO: 5

You are implementing the Outlook Single Inbox feature at your company. The IT team asks you how this feature affects the Exchange server.

Which information will you share to answer their question?

- A. The original Avaya CallPilot message and all copies are transferred to the Exchange Server.
- B. Synchronization between the Exchange Server and the Avaya CallPilot Server occurs even when Avaya CallPilot is not running.
- C. Copies of users' Avaya CallPilot messages are saved to the Exchange Server. The original messages reside on the Avaya CallPilot server.
- D. Desktop Messaging synchronization does not require that Microsoft Outlook be active// running on the user's computer.

ANSWER: C

QUESTION NO: 6

The system ready indicator is a visual indication of the status of the Avaya CallPilot system and shows at a glance what is happening with the system.

Which statement about the system ready indicator icon is true?

- A. When the Avaya CallPilot server is in normal operation, the icon is white with an exclamation mark.
- B. When calls are not being processed, an X appears on the icon.
- C. When status information about the Avaya CallPilot server is currently unavailable the icon flashes a green checkmark.
- D. When calls are being processed but some services are not working, the icon flashes a red question mark.

ANSWER: A B

QUESTION NO: 7

Personal Distribution Lists (PDL) can be used by Avaya CallPilot users. In which place can authorized users access PDLs?

- A. My CallPilot
- B. Mailbox links
- C. Avaya CallPilot Manager
- D. Static Shared Distribution Lists

ANSWER: A

QUESTION NO: 8

A system administrator is setting up system-Wide Message Archiving.

Which statement about configuring Message Archiving is true?

- A. The administrator is responsible for storage space availability.
- B. When Message Archiving is enabled, users can still use their defined Message Forwarding Rule.
- C. When Message Archiving is enabled, the user's Message Forwarding Rules are deleted.
- D. Message Forwarding takes priority over Message Archiving.

ANSWER: A B