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## Avaya IP Office Contact Center Implementation and Expanded Configuration Exam

Avaya 7750X

Version Demo

Total Demo Questions: 10

Total Premium Questions: 70

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### Topic Break Down

Topic	No. of Questions
Topic 1, Refer to the exhibit. The exhibit shows a simple task flow, where two different topics are being assigned to a single agent group. Topic 2 will connect, but Topic 1 will not connect, and its small connector box is dark greyed out.	9
Topic 2, Mixed Questions	61
<b>Total</b>	<b>70</b>

## QUESTION NO: 1

To display only the service related messages for each process in TTRace, what must be activated?

- A. All Process activated
- B. File View activated
- C. Status Window activated
- D. Service View activated

## ANSWER: A

**Explanation:**

:

Reference <http://downloads.avaya.com/css/P8/documents/100175257>

## QUESTION NO: 2

An agent requires their UI to open and begin with a customized telephony file.

Which three actions must you take? (Choose three.)

- A. Select the current Telephony file in UI Configuration Telephony from the agent
- B. Remove the default checkmark for UI Configuration Telephony
- C. Change the Agent's Authorizations
- D. Change the Agent's Privileges
- E. Restart the Agent's UI

## ANSWER: A B C

## QUESTION NO: 3

What are the three types of dialers available? (Choose three.)

- A. Topic Dialer

- B. Campaign Dialer
- C. Mechanic Dialer
- D. PreviewDialer
- E. Direct Dialer

**ANSWER: C D E**

**Explanation:**

:

Reference <https://downloads.avaya.com/css/P8/documents/100182219>

## QUESTION NO: 4

Which three preconditions must be met to import the configuration data in the IP Office Contact Center? (Choose three.)

- A. The database must be empty
- B. The watchdog need to be running
- C. The license file must be installed first
- D. The postgres database need to be running

**ANSWER: A B C**

## QUESTION NO: 5

Which Text-to-Speech engine is supported with IP Office Contact Center?

- A. SVOX
- B. Nuance
- C. Microsoft
- D. IVONA

**ANSWER: C**

**Explanation:**

:

Reference [https://downloads.avaya.com/elmodocs2/ip\\_office/DOCS3\\_0/DATA/Additional/mergedProjects/productdescription/voicemail/usingtts.htm](https://downloads.avaya.com/elmodocs2/ip_office/DOCS3_0/DATA/Additional/mergedProjects/productdescription/voicemail/usingtts.htm)

**QUESTION NO: 6**

What are two ways that supervisors may be given the ability to change the skill levels of the agents and topic? (Choose two.)

- A. Create different profiles, so they can change the agent groups as and when required.
- B. Give them access to the configuration of topics and agents.
- C. Allow them the privilege to change skills.
- D. Give access to the skills overview screen.

**ANSWER: C D**

**Explanation:**

:

Reference [https://downloads.avaya.com/elmodocs2/contact\\_center/r3v11/210505\\_1/210505\\_1.pdf](https://downloads.avaya.com/elmodocs2/contact_center/r3v11/210505_1/210505_1.pdf) (page 27)

**QUESTION NO: 7**

When you open a task flow set to make changes to the task flow, and you are asked to make a copy of the task flow set.

Which task flow set are you about to make changes to?

- A. the Active task flow
- B. the Default task flow
- C. the Last Edited task flow
- D. the Oldest task flow

**ANSWER: B**

**Explanation:**

:

Reference <http://nexustelecom.pl/wp-content/uploads/2016/06/Administering-AvayaIPOCC-Task-Flow-Editor.pdf> (page 8)

## QUESTION NO: 8

When creating a report, where can you indicate to run automatically for emailing to a supervisor?

- A. In the Reports Basic Data
- B. In the Reports properties
- C. In the Reporting folder
- D. In Configuration screen under the Service menu

**ANSWER: D**

**Explanation:**

:

Reference <https://support.avaya.com/forums/showthread.php?t=5119>

## QUESTION NO: 9

You have completed the Avaya\_IP\_Office\_Contact\_Center\_Configuration.xlsm workbook and are ready to launch the DataImport.exe file.

Which two passwords are required to execute the DataImport.exe successfully? (Choose two.)

- A. WebLM administrator password
- B. IP Office Security User password
- C. IP Office Service User password
- D. IPOCC Administrator password
- E. IP Office System password

**ANSWER: D E**

## QUESTION NO: 10

Prior to using the dataimport.exe file, which action should you perform?

- A. Import
- B. Reboot
- C. Backup

D. Activate

**ANSWER: D**