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Question 1

Question Type: MultipleChoice

Refer to the exhibit.

CALL VECTOR

Number: 1996 Name: Variable A

Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n

Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI
Routing? y

Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y

Variables? y 3.0 Enhanced? y

01 set A = B CATL 9432

VARIABLES FOR VECTORS

Var	Description	Type	Scope	Length	Start	Assignment	VAC
A	XYZ	collect			L	4	3
B	ABC	collect		G		5	1 87654

Given existing variable values on the vector step in the exhibit, what will be the resulting value of Variable "A"?

Options:

A- 876549432

B- 3876

C- 9432

D- 87654

Answer:

A

Question 2

Question Type: MultipleChoice

What property of the SET command makes the command unique when dealing with variables?

Options:

A- The SET command allows variables to be manipulated using arithmetic and string operators

- B-** The SET command allows you to place calls in a particular queue
- C-** The SET command allows a group of variables to follow a specific pattern
- D-** The SET command reassigns variables to new values during the process of a vector

Answer:

A

Question 3

Question Type: MultipleChoice

A customer wants to configure their call center for emergencies.

What action would you advise the call center supervisor to use to configure an alternate call path in case of a disaster?

Options:

- A-** Set a value variable and change the value assigned using a feature access code
- B-** Set a trunk group and change the trunk number using a variable

C- Set a vector directory number with a collect-type variable

D- Set a feature access code that detects a power outage and reroutes calls automatically

Answer:

D

Question 4

Question Type: MultipleChoice

Which vector object can replace the Time of day (TOD) global Vector Variable?

Options:

A- Vector Routing Table

B- Business Schedule Table

C- Service Hours Table

D- Policy Routing Table

Answer:

C

Question 5

Question Type: MultipleChoice

Installing WebLM requires that steps should be performed in a particular order.

Which order should you use to install and configure WebLM on your Call Center Elite Multichannel Server?

Options:

- A-** It does not matter what order you install the applications in, as long as WebLM is at the end
- B-** Install Java, set JAVA_HOME environment variable, install Tomcat, and set the PATH environment variable
- C-** Install WebLM, install Tomcat, set JAVA_HOME and PATH environment variables
- D-** Install Tomcat, install Java, install WebLM, and then configure the PATH, JAVA_HOME environment variables

Answer:

C

Question 6

Question Type: MultipleChoice

There are four main components of the Call Center Elite Multichannel configuration.

Which list contains all of the main components?

Options:

- A-** Avaya Aura System Manager, Multichannel XML Server, Multichannel Desktop Client, Core Server
- B-** Avaya Aura Session Manager, Multichannel XML Server, Multichannel Desktop Client, Core Server
- C-** Avaya Aura Communication Manager, Avaya Aura Session Manager, Multichannel XML Server, Multichannel Desktop Client
- D-** Avaya Aura Communication Manager, Multimedia Database, Multichannel XML Server, Multichannel Desktop Client

Answer:

D

Question 7

Question Type: MultipleChoice

A customer is using Windows Server 2008 to run their Call Center Elite Multichannel server software.

Which requirement do they need to configure to install the server software?

Options:

- A-** Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.5.1
- B-** Microsoft .NET Framework 3.5, Microsoft .NET Framework 4.5.1, and IIS
- C-** Windows Firewall Service, Microsoft .NET Framework 4.5.1, and IIS
- D-** IIS only

Answer:

A

Question 8

Question Type: MultipleChoice

When deploying a virtual environment, you should configure the applications in a specific order.

Which option provides the best order to verify the virtual environment?

Options:

A- Application Enablement Services, Call Center Elite Multichannel, SQL database

B- Avaya WebLM, Communication Manager, SQL database

C- Call Center Elite Multichannel, Avaya WebLM, SQL database

D- SQL database, Communication Manager, Avaya WebLM

Answer:

C

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