



Free Questions for 7492X by certsdeals

Shared by Flores on 29-01-2024

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Question 1

Question Type: MultipleChoice

A customer reports that they received the message 'Tserver Link Up'.

What should you advise them to do?

Options:

- A- Connect the Tserver to establish the link between the Tserver and the Communication Manager
- B- Check that the Tserver details are correct and AES Server is running
- C- Check the License Director configuration and ensure that the service is running
- D- Nothing. This is just a message indicating the specified link is established

Answer:

B

Question 2

Question Type: MultipleChoice

When viewing TTrace Process Output, which two statements are true about the output windows? (Choose two.)

Options:

- A- the title bar of the output window shows the date and time
- B- the title bar of the output window shows the process name, the host name, and the process ID
- C- the system displays outputs with the newest at the bottom of the display
- D- the system displays outputs at the top of the display
- E- the window shows the last 1000 lines of the log file

Answer:

B, C

Question 3

Question Type: MultipleChoice

When a customer generates a TTrace log file there are specified components in each line item of the log file.

Which data do these components include?

Options:

- A-** The log file includes the date, the time, the name of the processes, the system where the process is running, and the process ID
- B-** The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the agent handling contacts
- C-** The log file includes the name of the processes, the system where the process is running, and the process ID
- D-** The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the user on the system

Answer:

C

Question 4

Question Type: MultipleChoice

A customer using the TTrace tool wants the TTrace system to send an email when the system logs a particular type of alarm on the TTrace server.

Which TTrace tool will accomplish this?

Options:

- A- TTrace Config
- B- TTrace Server
- C- TTrace Console
- D- TTrace Log2Zip

Answer:

A

Question 5

Question Type: MultipleChoice

A customer using the TTrace tool wants to see a list of services that have been configured, and also select their respective logging levels.

Which TTrace tool will accomplish this?

Options:

- A- TTrace Log2Zip
- B- TTrace Configuration
- C- TTrace Server
- D- TTrace Console

Answer:

C

Question 6

Question Type: MultipleChoice

Which two components installed on the same PC does the TTrace tool require? (Choose two.)

Options:

- A- TTrace Server

B- TTrace Console

C- TTrace Config

D- TTrace Log2Zip

Answer:

A, C

Question 7

Question Type: MultipleChoice

Given the following conditions:

In the Business Advance configuration

During agent surplus conditions

WHEN agents are available

The agent selection method is PAD

When a call arrives, how will the Communication Manager interpret the highest priority calls?

Options:

A- As the highest skill level agent with the lowest occupancy

B- As the agent with the lowest ratio of adjusted work time and target allocation for the skill

C- As the highest skill level, most idle agent

D- As the most idle agent, without regard to skill level

Answer:

B

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