

## Avaya 7750X Exam

### Volume: 70 Questions

#### Question No: 1

With respect to IP Office Contact Center Release 9.1.6 and above, which three parameters are not contained in the import excel spreadsheet and must be configured in the User Interface after the import? (Choose three.)

- A. Profiles
- B. Hold duration time for last agent functionality
- C. System holidays
- D. Topic block times
- E. Custom specific announcements

Answer: B,C,E

#### Question No: 2

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: 3

You have successfully deployed an IPOCC server in the customer's virtual environment and have configured the virtual machine to meet the OVA specifications in the Avaya IP Office Contact Center.

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Which two tasks do you need to complete before importing the customer intonation into IPOCC?  
(Choose two.)

- A. Change the IP Office Service User password
- B. Upgrade the VMWare Tools on the IPOCC Server to the latest release
- C. Configure the Network Settings on the IPOCC Server
- D. Change the IPOCC Server Hostname
- E. Install the vSphere Client on the IPOCC Server

Answer: B,C

Question No: 4

View the Exhibit.

The screenshot shows a 'Tag - Create' dialog box. The 'Name' field is set to 'German'. The 'Type' section has three radio buttons: 'System-specific', 'Used-defined', and 'Skill', with 'Skill' selected. The 'Data type' dropdown is set to 'Number' and the 'Resolution' dropdown is set to 'Integer'. There are two unchecked checkboxes: 'Can be changed by CGI server' and 'Overwrite-protection'. At the bottom, there is a section for 'Applying Tags into Task resulting from Conference/Transfer Tag from Consultation...' with four radio buttons: 'Ignore' (selected), 'Apply, where applicable overwrite', 'Apply only if transferred, where applicable overwrite', and 'Apply only if not available in the original task'. 'OK' and 'Cancel' buttons are located on the right side of the dialog.

Refer to the exhibit. The exhibit shows a screen shot of a tag that has been created in the tag list. What is the intended purpose of this tag?

- A. to reject any caller from Germany
- B. to pass the call to a German language auto attendant
- C. to identify calls with a German telephone number
- D. to pass the call too an agent with German speaking skills

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Answer: A

Question No: 5

You have entered your licenses successfully, and now you want to check you have the correct amount of supervisor licenses for the customer.

Which screen in WebLM will show you this information?

- A. CIE View License Capacity
- B. CIE View Peak Usage
- C. License Install
- D. Licensed Product

Answer: C

Question No: 6

When a software component stops working, which IPOCC component tries to get it going again?

- A. IP Office
- B. Watchdog
- C. Chap
- D. Kernel

Answer: B

Question No: 7

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

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

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Answer: D

Question No: 8

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: 9

What would you use to import IPOCC licenses?

- A. IPOCC License Manager
- B. WebLM
- C. Web Management
- D. Manager

Answer: B

Question No: 10

You are installing the IPOCC software on a customer provided Windows server and have verified the computer meets all the documented requirements.

During the installation of the IPOCC software from the DVD, which password do you need to create?

- A. IPOCC Service User password
- B. Database System Administrator password
- C. IPOCC Administrator password

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D. IP Office Service User password

Answer: C

Question No: 11

In which section can you enable the ability to change topic names?

A. Service > Telephony Settings

B. System > Reporting Settings

C. System > PBX Settings

D. Service > Special Settings

Answer: A

Question No: 12

Which two statements about Database integration in the IP Office Contact Center are true?  
(Choose two.)

A. Customers are directed to agents dependent on the agents priority.

B. Customers are directed to agents dependent on the information they input.

C. Customers are directed to agents dependent on time of day.

D. Customers are directed to agents dependent on number they are calling from.

Answer: C,D

Question No: 13

For which purpose would you assign an Address book to a Profile?

A. To keep a tidy structure in the Address book menu

B. For all users to see on the IPOCC and IP Office

C. For only specified agent to use this Address book

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D. For the creating of Historical reports

Answer: C

Question No: 14

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

Question No: 15

How can you see if your address book has imported successfully?

A. Go to an agent address book and check all entries.

B. Go to the address book menu, reschedule another import, and then wait for the confirmation.

C. Delete the address book and re-import it.

D. Go to the address book menu, check the import log, and then click the refresh button.

Answer: D

Question No: 16

Historical reports can be scheduled to email to a user, but they can also be scheduled to do what?

A. Display in the User interface

B. Refresh every 15 minutes

C. Export to a folder

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D. Print

Answer: D

Question No: 17

In a historical report, where does Avaya recommend that you set the specific dates and times for the information to be displayed in your report?

A. in the shift plan

B. in a graph

C. in a table

D. in the basic data

Answer: C

Question No: 18

Where can you create new chat scripts?

A. Configuration/Topics

B. Configuration/Service/Chat scripts

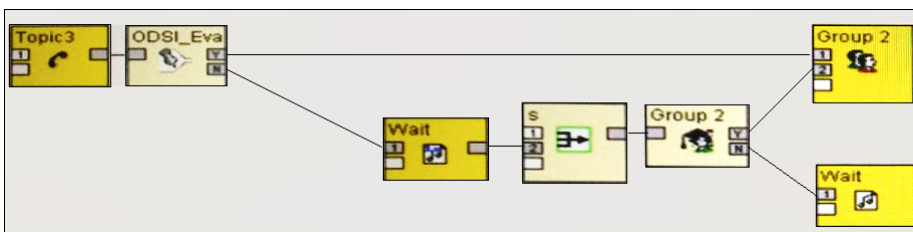
C. Configuration/ Chat scripts

D. Configuration/System/Chat scripts

Answer: C

Question No: 19

View the Exhibit.



Refer to the exhibit. In this outbound task flow example using the mechanical dialer, what is the

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first contact the customer will hear?

- A. Wait Announcement
- B. Agent from Group 2
- C. Agent from Group 1
- D. Topic3

Answer: D

Question No: 20

When creating task flows, you can create a section of task flow which can be repeatedly used in other task flows.

What is the title for this type of section of task flow?

- A. Macro
- B. Source
- C. Equal
- D. Priority

Answer: B

Question No: 21

Which two factors determine which call will be routed via the "Last Agent" element? (Choose two.)

- A. If the Caller know the extension number of the Agent
- B. How long ago the agent spoke to the caller
- C. Minimum contact time during the last conversation with the agent
- D. The Last Agent available in the group
- E. If the Customer in is the Agents personal contacts list



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Answer: B,E

Question No: 22

Which component is responsible for the routing within a IVR script?

- A. Corba
- B. Postgres server
- C. Database Server
- D. Task server IPO

Answer: A

Question No: 23

If the word "help" is in the subject of the emails sent from customers, then those emails are to route to specific agents.

What can you do to make this happen?

- A. Have an agent assigned to look through all emails, identify the word "help" in the emails, and then forward the emails to the appropriate agents. word "help" in the email subject.
- B. Have a task tag element in your email task flow to pick out the word "help" in the email subject.
- C. Have all emails sent to an agent group called "help".
- D. Have all emails go to a topic called "help".

Answer: B

Question No: 24

The queue full element routes callers depending on the number of callers allowed to queue an agent group.

Where are the queue limits configured?

- A. in the Agent group element
- B. in the Topic tab

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- C. in the Agent Group tab
- D. in the Queue full element

Answer: B

Question No: 25

The basic default task flow is created when you import the data import sheet successfully, but which Topics will it create the default task flow for?

- A. Only the first 3 Topics
- B. Only Topics select as Telephony
- C. Only Topics you have identified and assigned agent groups to
- D. All Topics which are available in the range entered

Answer: B

Question No: 26

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

- A. Topic Dialer
- B. Campaign Dialer
- C. Mechanic Dialer
- D. Preview Dialer
- E. Direct Dialer

Answer: C,D,E

Question No: 27

When setting up skill-based routing, you have to create task tags for each skill, and then assign them.

To which two objects can you assign a skill? (Choose two.)