

Avaya 7765X Exam

Volume: 66 Questions

Question No:1

What is the number of databases that are created in the SQL Server?

- A. 3
- B. 1
- C. 2
- D. 4

Answer: D

Question No:2

In which three scenarios is 'Settings link under Profile drop down' hidden? (Choose three.)

- A. when the users account is locked by administrators
- B. when the Changeable option is not enabled under Password Policy
- C. when users do not have access to Profile Settings manage permissions
- D. when Password Policy is made inactive
- E. when Use LDAP authentication is enabled

Answer: C,D,E

Question No:3

Which statement is true about removing an employee?

- A. An employee can be purged from employee administration.
- B. An employee cannot be deleted from employee administration.
- C. An employee can be deleted only through bulk actions.
- D. An employee can be deleted only if they have no interactions.

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Answer: A

Question No:4

Which two ACD integrations are allowed with IP Office? (Choose two.)

- A. Avaya Aura Contact Center
- B. Avaya Contact Center Select
- C. Avaya IP Office Contact Center
- D. Avaya Call Center Elite

Answer: A,D

Question No:5

Which URL will you launch to check the agent state when calls are not getting recorded in a free seating environment?

- A. http://ip_addr:34101/AvayaAdapter/DebugServlet
- B. http://ip_addr:34101/AvayaAdapter
- C. http://ip_addr:34101/AACCNETAdapter/DebugServlet
- D. http://ip_addr:34112/AvayaAdapter/DebugServlet

Answer: D

Question No:6

Which organization level is recommended as a best practice for setting up Feature permissions?

- A. Role level
- B. Employee level
- C. Group level
- D. OU level

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Answer: C

Question No:7

In which three ways does Avaya Workforce Optimization Select achieve PCI Compliance? (Choose three.)

- A. Encryption Key management using RSA
- B. Role-based access control to improve security and administration
- C. Password policy including Password syntax, Password history, and Password expiration and lockout
- D. The ability to mute a portion of the call recording using a CRM integration API. For example, muting segments with credit card Information
- E. AES 256-bit encryption to protect data when recorded, in transit, and archived on storage

Answer: B,C,E

Question No:8

In Avaya Workforce Optimization Select System Administration, which three levels of configurations are supported? (Choose three.)

- A. Node
- B. Component
- C. Analytics
- D. Service
- E. Application

Answer: B,C,D

Question No:9

Which three ACD integrations are supported in Avaya Workforce Optimization Select 5.0? (Choose three.)

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- A. Genesys Passive/Active
- B. UCCX with JTAPI
- C. AACC on CM or CS1K
- D. IPOCC on IP Office
- E. ACCS on IP Office

Answer: A,B,C

Question No:10

Which action is not required for an IP Office Contact Center deployment?

- A. Configuring the switch IP address
- B. Enabling TAPI3 Tracing
- C. Installing TAPI3 Driver
- D. Installing TSAPI Driver

Answer: A

Question No:11

A technician is installing Avaya Workforce Optimization Select and wants to use the Communication Server 1000 switch as the telephony switching platform.

Under the ACD in the standard setup screen, which option should the technician select?

- A. IPOCC
- B. ACCS
- C. ICR
- D. AACC

Answer: B

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Question No:12

What are three ways to configure a common set of recording rules for few or all the employees? (Choose three.)

- A. System Configuration
- B. Storage Rules
- C. Employees > Voice Settings
- D. Recording Rules
- E. Bulk Actions

Answer: C,D,E

Question No:13

Which report will help Supervisors view the Evaluations scores for their team, for the last 6 months?

- A. Evaluation Summary
- B. Evaluation Details
- C. Evaluation Trend
- D. AHT Trend

Answer: A

Question No:14

How can a quality evaluator perform mock evaluations?

- A. by creating a custom evaluation type
- B. by associating a custom evaluation type, while evaluating the interaction
- C. by selecting 'Normal' as the evaluation type, while evaluating an interaction
- D. by creating and associating a custom evaluation type, which is flagged as ignored from scoring, while evaluating