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Avaya CallPilot Implementation Exam

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QUESTION 1

A company is running Communication Server 1000E RIs. 6.0 software with a 1005r Avaya CallPilot installed at that headquarters in London. The Avaya CallPilot installation has been completed and the CS1000E has been correctly configured.

Which command and overlay is used to confirm that the AML link between the Avaya CallPilot and the CS1000E is fully operational?

- A. LD 11- STATLoop Shelf Card of the MGATECard
- B. LD48 - STATELAN
- C. LD 117 - STAT ELNK
- D. ID 22-STAT AML

Correct Answer: B

QUESTION 2

Working as a team, the Project Manager has just finished programming the agents in the PBX, while technician configured them in Avaya CallPilot. When Avaya CallPilot hoots into service, all channels come up except for one. Prior to the replacement of hardware, it is decided to look into the Event log. Which event below gives a possible clue us to what the problem is?

- A. DialogicEventManager system initialization failed.
- B. IMAreceived a disk full event.
- C. Event from Blue Call Router: All Port Busy Indication.
- D. TN/DN mismatch.

Correct Answer: D

QUESTION 3

The Avaya CallPilot server has been connected to a PBX. The server should have several peripheral devices connected to it. These devices must all be connected to the same ground. What are two of these devices? (Choose two.)

- A. Modem
- B. MGate card
- C. server display monitor
- D. Avaya CallPilot Manager standalone Web server

Correct Answer: AC



QUESTION 4

When configuring the switch to support Avaya CallPilot services, which programming can be performed to provide for uninterrupted call processing in case the link or Avaya CallPilot is disabled?

- A. At the NCFW prompt, forward the primary Control DN (CDN) to the attendant.
- B. At the Night Call Forward (NCFW) prompt, forward the primary Control DN (CDN) to a secondary CDN.
- C. At the Local DFDN prompt, direct all the Avaya CallPilot associated CDNs to a Default ACDDN, typically an attendant.
- D. At the Local Default Automatic Call Distribution directory number (DFDN) prompt, direct all CDNs to an appropriate phantom directory number depending on media type required.

Correct Answer: C

QUESTION 5

A technician has set up the Avaya CallPilot server and installed several Avaya CallPilot administration programs. The system administrator wants to use Application Builder to create an application. Which two statements about Application Builder are true? (Choose two.)

- A. Application Builder is a GUI.
- B. Application Builder can be run on the Avaya CallPilot Server.
- C. Application Builder can only be started from Avaya CallPilot Manager.
- D. Application Builder can be used to build applications like automated attendant.

Correct Answer: AD

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