7492X^{Q&As}

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QUESTION 1

A customer wants to use the TTrace application on their desktop to monitor remote servers. Is this possible?

A. Yes, the customer can use the TTrace Server, the configuration should be installed on the server and the TTrace console on the client desktop

B. Yes, the customer can use their desktop to monitor the call center server after they install the TTrace tool on their desktop

C. No, the customer must use the TTrace application from another server

D. No, the customer must use the TTrace application on the server where it is running

Correct Answer: B

QUESTION 2

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?

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

Correct Answer: D

QUESTION 3

What are the three consideration requirements for the deployment of Network Call Deflection? (Choose

A. The second leg of the call is set up by the redirecting Communication Manager.

B. Network Call Deflection is only available In Europe and must be compliant with ETSI Supplementary Service Network Call Deflection.

C. Announcement, collect digits, converse-on, wait for hearing music, wait for the hearing announcement, ringback, or silence cannot be used for NCD.

D. NCD by the PSTN can occur only if the incoming call to the Avaya Aura Communication Manager is not answered.

E. A route-to number r 13035485103 must be used in vector step processing and Net Redir=y in the BSR Application plan.

Correct Answer: ACE

QUESTION 4

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?

A. TTrace Config

B. TTrace Server

C. TTrace Console

D. TTrace Log2Zip

Correct Answer: A

QUESTION 5

In which document can the events table be found?

A. Troubleshooting Avaya Aura Call Center Elite

B. Programming Call Vectoring Features in Avaya Aura Call Center Elite

C. Administrator Guide tor Avaya Communication Manager

D. Feature Description and Implementation for Avaya Communication Manager

Correct Answer: C