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Avaya CallPilot Implementation Exam

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QUESTION 1

A company is planning to install a new Avaya CallPilot RIs. 5.0 system. They need a high availability system that will allow a standby server to lake over in case the primary server fails. Which hardware platform should be delivered on-site?

A. 703t

B. 600r

C. 1006r

D. 1002rp

E. 2250

Correct Answer: C

QUESTION 2

A client has recently hired a large group of new employees. Before the training was completed, the mailbox of one of the new employees was inadvertently deleted. What must be done to recover the data in the least amount of time?

A. Restore thedata from the archive.

B. Restore the data from the recycle bin.

C. Restore the data from the mail server.

D. Restore the data from the system backup.

Correct Answer: A

QUESTION 3

A technician is installing an Avaya CallPilot with the NTRH40CA MBP96 CAT5 board and two NTRB18DA Mgate cards. When cabling the NTRB18DA Mgate cards in a Communication Server 1000S Media Gateway, which statement describes the cabling configuration that is the most valid?

A. Attach the customersupplied RJ-45cables to thefaceof the Mgate cards and then to the MBP96 card.

B. Attach the customer supplied RJ-45 cables to the backplane of the Media Gateway or MediaGateway expansion cabinet and then to the MBP96 card.

C. AttachNTDU0609 cables to the face of the Mgate cards and route them outside the Media Gateway. Then couple the customer supplied RJ-45 cables from the NTDU0609 to the MPB96 cards.

D. Attach the NTDU0609 cables to the face of the Mgate cards and take them outside the Media ay lo a customer supplied Ethernet hub. Attach RJ-45 cable from the hub to the MPB96cards.

Correct Answer: C

QUESTION 4

An administrator cannot login to Avaya CallPilot Manager from the login web page. A technician has confirmed that the administrator is entering their correct mailbox number and password and that their mailbox is not disabled. What should be checked?

A. that the user\\'s PC is running Internet Information Server (IIS)

B. that the Server Held contains the correct server name for the Avaya CallPilot system

C. that theLocation field contains the correct server name for the Avaya CallPilot system

D. that the Secure Sockets Layer (SSL) option is turned on because passwords can only be passedover SSL

Correct Answer: D

QUESTION 5

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. DialogicEventManagement 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 6

Avaya CallPilot Manager and My CallPilot can be installed on a stand-alone Web server. The customer is evaluating the operating systems of the existing Web servers in their company. Which operating systems ate supported for the standalone Web server?

A. Windows NTServer with IIS 4.5Windows 2000 Server(SP 1 and above) with IIS5.0

B. Windows 2003 Server (Standard or Enterprise Edition) withIIS6.0Windows VistaServerwith IIS7.0

C. Windows 2000 Server(SP 1 and above) with IIS 5.0Windows 2008 Server (Standard or enterprise Edition) withIIS8.0

D. Windows 2000 Server (SP 1 and above) with IIS 5.0Windows 2000AdvancedServerwith IIS 5.0

Correct Answer: B

QUESTION 7

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

QUESTION 8

With Maintenance Diagnostics enabled, which hardware problem does it automatically help identity when system and services are starting? (Choose three.)

A. DSP

B. TimeSwitch

C. SCSITerminator

D. TelephonyBoard

E. Multimedia Channels

Correct Answer: ADE

QUESTION 9

The customer has multiple Avaya CallPilot servers at several locations. A technician wants to provide drop down list of Avaya CallPilot servers from which to choose when logging into My CallPilot. Where is this list configured?

A. Mailbox Class

B. Application Builder

C. Configuration Wizard

D. My CallPilot AdministrationUtility

Correct Answer: D

QUESTION 10

A technician is preparing for an Avaya CallPilot installation and is reviewing site survey information. The customer wants to implement the desktop messaging feature, but on the survey there is no mention of desktop messaging seats. Where is it confirmed that desktop messaging seats were ordered?

A. on the shipped packing list

B. on the keycodecertificate

C. in the AvayaCallPilotsystem afterimplementation

D. in theconfigurationwizardduring implementation

Correct Answer: B

QUESTION 11

A customer is using the fax as a major part of their marketing campaign. In an attempt to save time and be more productive, the system administrator wants to view fax messages using My CallPilot. Which additional software is required?

A. Avaya CallPilot fax driver

B. Adobe Acrobat Reader

C. Animage viewer thatcan display J-PEG files

D. An image viewerthatcan displayTIFF-F files

Correct Answer: D

QUESTION 12

When installing Avaya CallPilot Reporter, what is a valid installation option?

A. Client PC

B. Avaya CallPilot server

C. Administrator PC

D. Customer provided Web server

Correct Answer: D

QUESTION 13

A technician is installing an Avaya CallPilot RIs. 5.0 system with 32 Voice channels, eight Fax channels, and four automated speech recognition (ASR) channels using an Avaya CallPilot 600r server and a Meridian 1 IP Enabled (IE) Option

61C switch.

How many NTRB18CA MGate cards must be installed in the switch to support this configuration?

A. 1

B. 2

C. 3

D. 4

Correct Answer: B

QUESTION 14

Avaya CallPilot users are reporting problems with desktop messaging. In an effort to discover the problem, the system administrator disabled the Internet Message Access Protocol (IMAP) service. Which statement describes the impact to desktop messaging?

A. It stops Email by Phone from functioning.

B. It prevents users from logging into their Avaya CallPilot mailboxesfromtheir desktop messagingclient.

C. It is required sothat IP addressing can be used in place of Fully Qualified Domain Name (FQDN).

D. It allows users to accessathird-partyLightweight Directory Access Protocol (LDAP) address book.

Correct Answer: A

QUESTION 15

Which sequence correctly shows a typical call flow into the Avaya CallPilot voicemail system?

A. SDN Table, Voicemailbox,Extension Dialed, CDN

B. CDN, Voicemailbox,Extension Dialed, SDN Table

C. Extension Dialed, CDN, SDN Table, Voicemail box

D. Voicemail box,Extension Dialed, SDNTable, CDN

E. Extension Dialed, SDNTable, CDN, Voicemail box

Correct Answer: C

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