KillTest

Higher Quality, Better Service!

Q&A

http://www.killtest.com

We offer free update service for one year.

Exam : **132-S-713.4**

Title : Avaya Proactive Contact Solutions Implementation Exam (beta)

Version : DEMO

1. Which Avaya software is used to provide consolidated reporting with Avaya Proactive Contact 4.X and other Avaya communication solutions?

A. CMS

B. WebLM

C. Avaya IQ

D. Analyst

Answer: C

2. Which Avaya CM circuit pack is necessary if the customer expects to do predictive dialing on Proactive Contact with CTI?

A. TN744 Call classifier

B. TN2602 Media interface

C. TN799 C-LAN

D. TN464 DS1 Interface

Answer: A

3. Which Proactive Contact component allows clients residing off the dialer to obtain events and real-time data from the dialer?

A. Event Service

B. STATSPUMP

C. Historical Data Service Component (HDSC)

D. Dialer Command and Control Service (DCCS)

Answer: A

4. Which two commands are used to configure the cti_passwd.cfg file for an Avaya Proactive Contact with CTI with Agent Blending? (Choose two.)

A. cti_passwd

B. cti_passwd

C. cti_passwd -b

D. cti_passwd

Answer: CD

5. How does Proactive Contact move digitized messages from the CPU to the Large Port Voice Card (LPVC)?

A. Remote Copy (RCP)

B. Network File System (NFS)

C. File Transfer Protocol (FTP)

D. Address Resolution Protocol (ARP)

Answer: B

6. Which parameter in master.cfg is required to ensure correct agent capacity on a Proactive Contact system?

A. PORTS

B. LINEASSIGN

C. QUOTA

D. MAXHIDSLOTS

Answer: D

7. You are working with a third-party to integrate a call recording utility with Proactive Contact. The technician for the third-party is not able to see events from Proactive Contact.

Which command would you type on the Proactive Contact command line to see all statistics from Event Services?

A. enclient -S $NS

B. enclient -A

C. enserver -a

D. enserver -S $NS

Answer: A

8. Under which two sections in Editor do you set up Record Specific Messaging? (Choose two.)

A. Contact Management

B. Messages and Scripts

C. Jobs

D. Calling Lists

Answer: BD

9. You are configuring a Proactive Contact 4.X solution for your customer. They do not use the same result codes that the dialer uses. They use a short four-character description.

Which Supervisor function should you use to ensure that your customer's host will understand the Avaya completion codes?

A. translate

B. merge

C. fill

D. format

Answer: A

10. Where is the location of the local policy files on the Avaya Proactive Contact 4.X server?

A. /opt/avaya/pds/config

B. /opt/avaya/pds/openssl

C. /opt/avaya/pds/etc

D. /etc

Answer: B

11. A supervisor reports that the data in Internet Monitor is only updating every two minutes. The supervisor requests the update time be changed to every 30 seconds.

Which configuration field in master.cfg must be changed?

A. IMONDISPLAY

B. SURFREFRESH

C. IMONREFRESH

D. AUTORELPOLLTIME

Answer: C

12. Which voicemsg.cfg setup is correct to use on an Avaya Proactive Contact with CTI?

A. 23:pf_msg1:41031:Female:Outbound:Voice:pf_msg1

B. 14:41039:mwait1:Male:Outbound:Voice:mwait1

C. 41017:19:infwait3:Female:Inbound:Voice:41017

D. 189:virt1m:Male:Virtual:Voice:41026

Answer: A

13. Where are greetings, such as the pre-recorded messages an agent hears when they log in or the messages played to a customer during a virtual job, stored in a Proactive Contact with CTI solution?

A. Avaya CM

B. AES Server

C. Proactive Contact CPU

D. Proactive Contact Digital Switch

Answer: A

14. Which Avaya software is used to communicate between Communication Manager and Avaya Proactive Contact with CTI?

A. Avaya CT

B. AES

C. CMS

D. MAPD

Answer: B

15. The local CA certificate for Avaya Proactive Contact 4.X agent is stored in which location?

A. password file

B. Microsoft Certificate Store

C. registry

D. My Documents

Answer: B

16. Which configuration file on the CPU contains digital switch port addressing information?

A. locale.cfg

B. opmon.cfg

C. dgswitch.cfg

D. phonefmt.cfg

Answer: C

17. Which parameter heading is correct to use in the opmon.cfg file for Avaya Proactive Contact with CTI?

A. DIALBACK

B. DIALIN

C. SOFTDIAL

D. DEDHEAD

Answer: C

18. Which Proactive Contact 4.X hardware component in a hard dialer setup performs dialing functions and call progress analysis, plays messages, and bridges agents to called parties?

A. UPS

B. CPU

C. digital switch

D. access server

Answer: C

19. To track information being sent between the agent interface and the Avaya Proactive Contact 4.X server, which file should be accessed on the client side to verify what is happening?

A. Moagent32.log

B. Moagent32.dll

C. PCagent32.log

D. <agentname>.log

Answer: A

20. Given the following command:

icall %12 %13 1 16144691010

Which function in swit is performed by this command?

A. It tests incoming channel 12 by placing a call to 16144691010 using outpulse rule 13.

B. It provides a monitoring channel 12 to listen to channel 13 for a call placed to 16144691010.

C. It places an outbound ISDN call through channel 13 to 16144691010 using outpulse rule 12.

D. It places an outbound ISDN call through channel 12 to 16144691010 using outpulse rule 13.

Answer: D