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Exam : **7750X**

Title : Configuration Exam

Vendor : Avaya

Version : DEMO

NO.1 Your data import has returned the message that the import has failed. Before trying to import again, which three steps are necessary? (Choose three.)

- A. Fix the problem identified in the import log file.
- B. Check the import log file to identify the problem.
- C. Reinstall the postgres database.
- D. Reinstall the IPOCC Server.
- E. Restore the empty cc and c3k databases.

Answer: B,C,E

NO.2 View the Exhibit.

Tag - Create

Name:

Type

System-specific

Used-defined

Skill

Data type: ▼

Resolution: ▼

Can be changed by CGI server

Overwrite-protection

Applying Tags into Task resulting from Conference/Transfer
Tag from Consultation...

Ignore

Apply, where applicable overwrite

Apply only if transferred, where applicable overwrite

Apply only if not available in the original task

Refer to the exhibit. The exhibit shows a screen shot of a tag that has been created in the tag list. What is the intended purpose of this tag?

- A. to reject any caller from Germany
- B. to pass the call to a German language auto attendant
- C. to identify calls with a German telephone number
- D. to pass the call too an agent with German speaking skills

Answer: A

NO.3 You need to make a change to the task flow, and when you select the active task flow set, you are not asked to make a copy.

Why is this happening?

- A. The password is only required when you first create the task flow set.
- B. You do not need a password because you are the administrator.
- C. The active task flow set has not been set as the default task flow set.
- D. You forgot to create a password for the task flow set.

Answer: C

NO.4 In which section can you enable the ability to change topic names?

- A. Service > Telephony Settings
- B. System > Reporting Settings
- C. System > PBX Settings
- D. Service > Special Settings

Answer: A

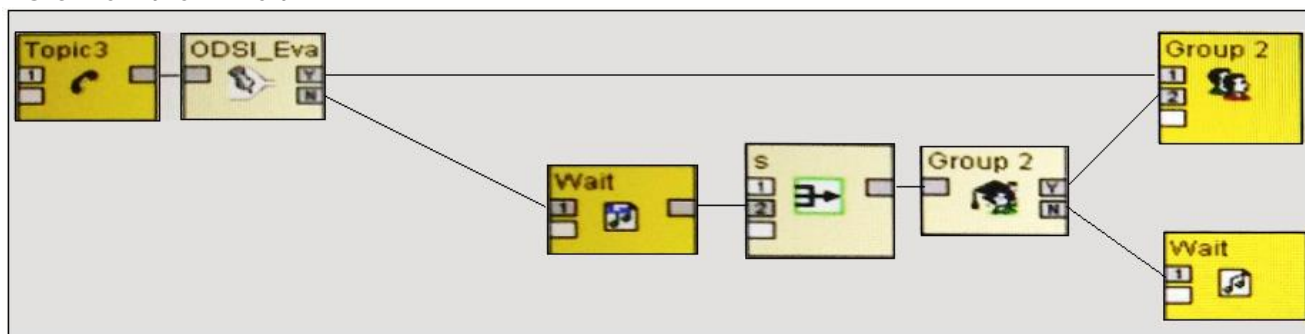
NO.5 You have completed the Avaya_IP_Office_Contact_Center_Configuration.xlsm workbook and are ready to launch the DataImport.exe file.

Which two passwords are required to execute the DataImport.exe successfully? (Choose two.)

- A. WebLM administrator password
- B. IP Office Security User password
- C. IP Office Service User password
- D. IPOCC Administrator password
- E. IP Office System password

Answer: D,E

NO.6 View the Exhibit.



Refer to the exhibit. In this outbound task flow example using the mechanical dialer, what is the first contact the customer will hear?

- A. Wait Announcement
- B. Agent from Group 2
- C. Agent from Group 1
- D. Topic3

Answer: D

Explanation:

Reference

http://www.telenova.bg/bg/%D0%BF%D1%80%D0%BE%D0%B4%D1%83%D0%BA%D1%82%D0%B8/%D1%82%D0%B5%D0%BB%D0%B5%D1%84%D0%BE%D0%BD%D0%BD%D0%B8-%D1%86%D0%B5%D0%BD%D1%82%D1%80%D0%B0%D0%BB%D0%B8/item/download/238_7f52715eb919334e0f4156

ed489ff792

NO.7 Which two factors determine which call will be routed via the "Last Agent" element?
(Choose two.)

- A. If the Caller know the extension number of the Agent
- B. How long ago the agent spoke to the caller
- C. Minimum contact time during the last conversation with the agent
- D. The Last Agent available in the group
- E. If the Customer in is the Agents personal contacts list

Answer: B,E

Explanation:

It is possible to create a task flow that will look at the Incoming CLID of a caller, and based on it look to match the caller with the Agent who last dealt with their query, if available. The Last agent element is used for this feature.

Reference <http://downloads.avaya.com/css/P8/documents/100182213>