



# 7303<sup>Q&As</sup>

Avaya CallPilot Implementation Exam

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### QUESTION 1

A technician is installing an Avaya CallPilot system on a customer site. After running the Setup Wizard and the Configuration Wizard the technician has verified the server operating system settings are correct for the site and has rebooted the server to place the system into operation. After the reboot is complete and the technician has logged back on to the server, which process verifies that the Avaya CallPilot server is able to receive incoming calls?

- A. Print the ControlDNs.
- B. Print the Virtual Agents.
- C. Ping the ELAN connection.
- D. Dial the VoiceMessagingDN as defined in the Configuration Wizard.

Correct Answer: D

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### QUESTION 2

A company has a fully installed Avaya CallPilot RIs. 5.0 system connected to a Communication Server 1000E (CS1000) RIs. 6.0. The system has been running for over a year without any problems. Now Avaya CallPilot is taking very long to answer calls. During the diagnostic testing the Avaya Call Pilot System Monitor shows some of the channels as remote off duty. Which three steps can be followed to diagnose the problem? (Choose three.)

- A. Log into the CS1000 and disable the AMLink.
- B. Log into the CS1000 and check the status of the Avaya CallPilot agents.
- C. Log into the CS1000 and check the status of the AMLink.
- D. Log into the CS1000 and check the status of the MGATE Cards.
- E. Log into the Avaya CallPilot and disable the ELAN connection.

Correct Answer: BCD

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### 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

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**QUESTION 4**

During the installation of an Avaya CallPilot server that is equipped with RAID, the following message is received: "Adaptor 1 Logical Drive 1 is DEGRADLD" Which two reasons would cause the event to occur? (Choose two.)

- A. Only a portion of the drives is used.
- B. The drive was manually taken off line.
- C. The drive has failed.
- D. The drive is no longer using smart technology.

Correct Answer: BC

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**QUESTION 5**

A technician is preparing to set up and install an Avaya CallPilot RIs.5.0 system. Which two rules that apply to grounding requirements? (Choose two.)

- A. All equipment grounds must use single-point ground topology.
- B. Any ground in the building is acceptable.
- C. The grounds for all equipment must be attached to the building steel.
- D. The DC resistance between the equipment and building grounds must very close to zero.

Correct Answer: AD

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