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QUESTION 1

Which three server applications can be duplicated to provide a level of redundancy? (Choose three.)

A. Integrated Data Server

B. Application Management Server

C. License Director Server

D. XML Server

E. Media Director

Correct Answer: BCD

QUESTION 2

What property of the SET command makes the command unique when dealing with variables?

A. The SET command allows variables to be manipulated using arithmetic and string operators

B. The SET command allows you to place calls in a particular queue

C. The SET command allows a group of variables to follow a specific pattern

D. The SET command reassigns variables to new values during the process of a vector

Correct Answer: A

QUESTION 3

A customer has SLM In their contact center deployed, but would now like to add the Business Advocate feature to Increase staffing automation, so that the supervisor can spend more time coaching their agents. Which statement Is true?

A. Business Advocate can exist with FAS enabled.

B. SLM can exist without EAS enabled.

C. The Business Advocate feature and SI M cannot co-exist on the same system.

D. The Business Advocate feature con run on the same system that has SLM configured.

Correct Answer: C

Reference: https://downloads.avaya.com/css/P8/documents/100171600 (p.9)

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

A call center has four agents:

Agent 1 has experience with Sales and French.

Agent 2 has experience with Sales and English.

Agent 3 has experience with Support and English.

Agent 4 has experience with Sales and is bilingual in English and French The first call comes in requiring

sales assistance in English and a second call comes looking for Sales in French.

Which agent is still available for calls when the call center is using Best Service Routing and the next call

requires French?

A. Agent 1

B. Agent 2

C. Agent 3

D. Agent 4

Correct Answer: D

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