



## **132-S-70**

**(Avaya Voice Self-Service Design Elective)**

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## Question: 1

**Which two methods can be used to get and put data between Avaya Interactive Response (IR) and Avaya Interaction Center (IC)? (Choose two.)**

- A. LAN Gateway
- B. DLG Connector
- C. VOX Connector provided with IC
- D. IC Connector provided with Avaya Dialog Designer

Answer: C, D

## Question: 2

**A thriving mail order business has a busy contact center that takes orders from existing and new customers. To process routine orders and reduce staffing costs, they have chosen to implement an Avaya Voice Self-Service solution. They want a sophisticated seamless solution for routing calls to agents. They want callers to be identified, serviced (provide routine information), and routed to an agent with minimal input from the caller. Which two speech elements would be required to implement this solution? (Choose two.)**

- A. Voice over IP (VoIP)
- B. Text-to-Speech (TTS)
- C. Speech Recognition (SR)
- D. Speech Application Builder (SAB)

Answer: B, C

## Question: 3

**Which two hardware components are required for Avaya Interactive Response (IR) using Voice over IP? (Choose two.)**

- A. NMS boards
- B. Dialogic boards
- C. Sun Sparc-based server
- D. Communication Manager

Answer: C, D

## Question: 4

**A healthcare company operates a mail order prescription business. Its contact center primarily takes orders from existing and new customers. Upper management has decided not to implement an Avaya Voice Self-Service solution, but use a competitor instead. The IT staff believes that once they implement the new system, it will not operate as advertised. The IT staff asks you what they can do to ensure that their application development time is**

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not wasted in the event that they ultimately decide to migrate to Avaya Voice Portal in the future. What is the most cost-effective advice you can give the IT staff?

- A. Advise them to use the current tool set.
- B. Advise them to use the competitor platform.
- C. Advise them to use the current tool set, but make it very difficult to convert later on.
- D. Advise them to use the competitor platform, but make the portability to Avaya Voice Portal.

Answer: D

Question: 5

Which two applications are supported by Avaya Voice Self-Service Design? (Choose two.)

- A. Microsoft IIS
- B. Apache Tomcat
- C. IBM WebSphere
- D. Oracle J2EE Web

Answer: B, C

Question: 6

An Avaya Voice Self-Service Design telecommunication solution is available using Avaya Voice Self-Service Design solutions. The contact center agent pool and have the data center to provide with providing this solution for IT and security concerns. Otherwise they must monitor their security concerns. Otherwise they must monitor their security concerns. Otherwise they must monitor their security concerns.

- A. Place the self-service ports in front of the Call Management System; turn on Redirect On No-Answer (RONA) to route calls to supervisor when ports go out of service.
- B. Place the self-service ports in front of the Call Management System; turn on Redirect On No-Answer (RONA) to route calls to supervisor when ports go out of service.
- C. Place the self-service ports in front of the Call Management System; turn on Redirect On No-Answer (RONA) to route calls to supervisor when ports go out of service.
- D. Place the self-service ports in front of the Call Management System; turn on Redirect On No-Answer (RONA) to route calls to supervisor when ports go out of service.

# 132-S-70 Demo Exam

Question: 7

Which integration approach is best based on information gathered at any given time?

- A. Avaya Interactive
- B. Avaya Proactive
- C. Avaya Operative
- D. Avaya Interactive

Answer: A

Question: 8

A company has decided to implement Avaya Voice Self-Service applications for Avaya in this business for a solution that is compatible with customer requirements.

- A. IVR Designer and
- B. Dialog Designer and
- C. Voice@Work and
- D. IVR Designer and

voice Self-Service applications and would like to be able to develop to be

Answer: A

Question: 9

Which two hardware components are required for using Voice over IP? (Choose two.)

- B.
- C. Inter
- D. Commun

using Voice over IP?

Answer: B

Answer: C, D