



132-S-71

(Avaya Proactive Contact Solutions Design Elective)

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Question: 1

Your customer has a group of agents that handle clerical and other duties and who handle calls only when needed. A supervisor notifies these agents when they need to answer calls because calls are queueing or being abandoned. However, the response is often too late to be of much help and the result is many abandoned calls. Which Avaya Proactive Contact feature meets this customer's needs?

- A. Virtual Agent
- B. Person to Person
- C. Intelligent Call Blending
- D. Native Voice & Data Transfer

Answer: B

Question: 2

Which two telemarketing situations would merit greater than a 2:1 line to agent ratio? (Choose two.)

- A. using unconfirmed contact data
- B. using one of the call blending solutions
- C. using unsolicited calling lists (cold calling individuals)
- D. calling customers with multiple contact numbers (home, business, etc.)

Answer: A, C

Question: 3

When using the Avaya Solution Designer tool, the License Quantity for Agent Connections should be equal to the total number of _____.

- A. agents in a typical shift
- B. simultaneous headset connections
- C. inbound lines purchased by the customer
- D. outbound lines purchased by the customer

Answer: B

Question: 4

You are using the Avaya Solution Designer. What is the correct input on the ACD line on the Predictive Agent Blend software screen for an Avaya Proactive Contact System using Predictive Agent Blending with one ACD?

- A. leave line blank
- B. type in the number 1
- C. leave line at the default (0)
- D. type in the ACD brand name

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Answer: C

Question: 5

The Avaya Proactive Contact system? (Choose two)

- A. connects calls to agents
- B. manages the interaction
- C. serves as a dialer
- D. is the interface to the CRM

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Answer: B, C

Question: 6

Which tool is new to Avaya Proactive Contact software?

- A. verification of job
- B. record selection
- C. messages files
- D. IVR fields in record

...tact Supervisor

Answer: C

Question: 7

Your customer runs a business where customer wants to be paid for their jobs if payment was not received. The system records as uncallable if a payment was not received. How can you configure the system to automatically mark a call as uncallable if a payment was not received?

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...n the outbound
...natically marks
...ing an inbound call

- B. ...
- C. Gene...
- D. Realtime...

Answer: D