



133-S-713.4

(Avaya Proactive Contact Solutions Implementation Exam (beta))

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Question: 1

Which Avaya software is used to provide consolidated reporting with Avaya Proactive Contact 4.X and other Avaya communication solutions?

- A. CMS
- B. WebLM
- C. Avaya IQ
- D. Analyst

Answer: C

Question: 2

Which Avaya CM circuit pack is necessary if the customer expects to do predictive dialing on Proactive Contact with CTI?

- A. TN744 Call classifier
- B. TN2602 Media interface
- C. TN799 C-LAN
- D. TN464 DS1 Interface

Answer: A

Question: 3

Which Proactive Contact component allows clients residing off the dialer to obtain events and real-time data from the dialer?

- A. Event Service
- B. STATSPUMP
- C. Historical Data Service Component (HDSC)
- D. Dialer Command and Control Service (DCCS)

Answer: A

Question: 4

Which two commands are used to configure the cti_passwd.cfg file for an Avaya Proactive Contact with CTI with Agent Blending? (Choose two.)

- A. cti_passwd
- B. cti_passwd
- C. cti_passwd -b
- D. cti_passwd

Answer: C, D

Question: 5

How does Proactive Voice Card (LPVC)?

- A. Remote Copy (RCP)
- B. Network File System (NFS)
- C. File Transfer Protocol (FTP)
- D. Address Resolution Protocol (ARP)

the Large Port

Answer: B

Question: 6

Which parameter in Proactive Contact system?

- A. PORTS
- B. LINEASSIGN
- C. QUOTA
- D. MAXHIDSLOTS

capacity on a Proactive

Answer: D

Question: 7

You are working with Proactive Contact. The technician wants to view all statistics from the Proactive Contact. Which command line to see

- A. enclient -S \$NS

**with Proactive
 m Proactive
 nmand line to see**

Answer: A

Question: 8

Under which two sections in Editor are Specific Messaging? (Choose two.)

- A. Contact Management
- B. Messages and Scripts
- C. Jobs
- D. Calling Lists

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Answer: B, D

Question: 9

You are configuring the same result code for two supervisors. Which Supervisor field will understand the Avaya

- A. Translate
- B. Merge
- C. Fill
- D. Format

. They do not use character description. The supervisor's host will

Answer: A

Question: 10

Where is the location of the Avaya Proactive Contact 4.X server?

- A. /opt/avaya/pc
- B. /opt/avaya/pc
- C. /opt/avaya/pc
- D. /etc

contact 4.X server?

Answer: B

Question: 11

A supervisor reports that the supervisor request configuration field is not working. Which

- A. IMONDISPLAY
- B. SURFREFRESH

every two minutes. Which

Answer: C

Question: 12

Which voicemail setup is required for Avaya Proactive Contact with CTI?

- A. 23:pf_msg1:41031:Female:Outbound:Voice:pf_msg1
- B. 14:41039:mwait1:Male:Outbound:Voice:mwait1
- C. 41017:19:infwait3:Female:Inbound:Voice:41017
- D. 189:virt1m:Male:Virtual:Voice:41026

Answer: A

Question: 13

Where are greetings or the messages played with CTI solution?

- A. Avaya CM
- B. AES Server
- C. Proactive Contact
- D. Proactive Contact

ers when they log in Proactive Contact

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Answer: A

Question: 14

Which Avaya software Avaya Proactive Contact

- A. Avaya CT
- B. AES
- C. CMS
- D. MAPD

on Manager and

Answer: B

Question: 15

The local CA certificate

- A. password file
- B. Microsoft Certificate
- C. registry
- D. My Documents

in which location?

B

Question:

Which configuration

- A. locale.cfg
- B. opmon.cfg
- C. dgswitch.cfg
- D. phonefmt.cfg

ing information?

Answer: C

Question: 17

Which parameter is used to configure Avaya Proactive Contact with CTI?

- A. DIALBACK
- B. DIALIN
- C. SOFTDIAL
- D. DEDHEAD

Avaya Proactive

Answer: C

Question: 18

Which Proactive Contact component performs dialing functions and call processing?

- A. UPS
- B. CPU
- C. Digital switch
- D. Access server

group performs dialing functions and call processing to called parties?

Answer: C

Question: 19

To track information on Avaya Proactive Contact 4.X server, which log file is used?

- A. Moagent32.log
- B. Moagent32.dll
- C. PC-133.log
- D. PC-133.dll

Avaya Proactive Contact 4.X server, which log file is used to verify what is happening?

Answer: A

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