

QUESTIONS & ANSWERS

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Avaya

132-S-720-1

Specialist Call Center Implement and(R) Support Elective



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QUESTION: 111

Which command would be used to determine the number of simultaneous CMS Supervisors currently logged onto the CMS?

- A. PS -ef | grep 'crtjo_man' | wc -l
- B. PS -ef | grep 'winjo_man' | wc -l
- C. ps -ef | grep 'cvsup' | wc -l
- D. ps -ef | grep 'cmssup' | wc -l

Answer: B

QUESTION: 112

Vector processing continues to occur while an ASAI route request is being processed. Which two steps should follow one or more adjunct routing link steps? (Choose two.)

- A. a wait step with silence
- B. an announcement step
- C. a wait step hearing either nng back or music
- D. a call prompting announcement step

Answer: B, C

QUESTION: 113

Which vector variable type can have a variable access (VAC) assigned?

- A. Collect
- B. VON
- C. ANI
- D. Value

Answer: D

QUESTION: 114

What are two advantages for using Audio Groups for VAL Announcements? (Choose two.)

- A. increased announcement space
- B. redundancy
- C. less potential impact on WAN bandwidth usage
- D. more time allotment per VAL board

Answer: B, C

QUESTION: 115

Your customer wants to implement general purpose call vectors that support multiple applications. Which three features can be implemented to achieve the desired customer objective? (Choose three)

- A. VON variables
- B. Holiday tables
- C. VON skill assignments
- D. Vector variables
- E. VON or origin announcements

Answer: A, C, D

QUESTION: 116

Avaya IP Agent was just installed on an end user's computer and the screen pop for incoming calls displays VON information that is incorrect. What is the cause of this issue?

- A. The name of the VON created has more than 15 characters in the name
- B. The 'Screen Name' in the 'Toots>Screen Pop' window is labeled incorrectly.
- C. Screen Pop is selected to launch when the call is released and the VDN information is from the previous call
- D. The "Pop the screen only when VDN is" box on the "Screen Pops - Trigger window is not checked

Answer: A

QUESTION: 117

Your customer has informed you that they will be using Witness Workforce Management (formerly Blue Pumpkin) as an external work force management. Which two interfaces are needed from the Communication and Solution Integration (C&SI) organization to be installed remotely? (Choose two.)

- A. real time adherence (PTA) interface
- B. ECH interlace
- C. historical interface
- D. ODSC

Answer: A, C

QUESTION: 118

What are three valid uses of the ASAI Phantom Call capability? (Choose three.)

- A. When preventing an agent from receiving a call that has already abandoned from queue.
- B. When reserving a queue slot for a non-voice request.
- C. When alerting users of various conditions such as wake-up, maintenance, or security.
- D. When directing a caller to a specific agent via DirectAgent Calling.
- E. When working with the Single Step Conference feature, applications can use the phantom call feature to assist in completing trunk-to-trunk transfers.

Answer: B, C, E

QUESTION: 119

You are using a locally assigned vector variable in a vector and need to validate that the variable is being correctly assigned as calls are processed through the vector Which command would you use to validate the assignment of the variable in the vector?

- A. Display Vector events
- B. Display Vector errors
- C. List trace VON
- D. Monitor Vector

Answer: C

QUESTION: 120

Which three statements accurately describe the Direct Agent Calling (DAC) feature of Expert Agent Selection? (Choose three.)

- A. Calls are routed to a specific phone extension.
- B. Callers may queue for the agent if the agent is on a call
- C. Unanswered calls follow the agent's coverage path if the call is not answered within a specified number of rings.
- D. Callers can hear an agent specific delay announcement when the caller is queued.
- E. Direct Agent Calling is assigned by class of restriction (COP).

Answer: B, C, E

QUESTION: 121

Which three functions require the Elite Call Center Package? (Choose three.)

- A. Multiple Call Handling
- B. Call Work Codes
- C. Location Preference Distribution
- D. Forced Agent Logout from After Call Work
- E. Variables in Vectors

Answer: C, D, E

QUESTION: 122

Using the UNIX shell, which commands would be used to display a list of usefti log files that can be used for diagnosing CMS problems?

- A. /cms/toolsbin/getlog
- B. /etc/logs
- C. /cms/logs/getlog
- D. /cms/bin/showlogs

Answer: A

QUESTION: 123

If an agent has been in the AUX mode far greater than 9 seconds, what happens to their occupancy when they return to the available work mode?

- A. Occupancy is reset to 0%,
- B. Occupancy percentage remains the same.
- C. AUX work has no impact on agent occupancy.

D. It re-initializes, based on peer agent's occupancy or system default of 75%.

Answer: D

QUESTION: 124

You have just completed an installation of a Call Management System (CMS) and connected it to the Communication Manager (CM). You notice that the link between the CMS and CM continuously goes up and down. You suspect it is caused by the network connection. Which file will provide the status of the link speed and node?

- A. /etc/link
- B. /etc/conf
- C. var/adm/messages
- D. /etc/networks

Answer: C

QUESTION: 125

Service Level Maximizer (SLM) is an optional feature that can be used to manage call and agent selection according to predefined service levels. Which three statements are true in relation to SLM? (Choose three.)

- A. SLM and Business Advocate cannot be active on the same switch.
- B. SLM can be used in conjunction with BSR to manage service level objectives across sites.
- C. Agents may be auto-reserved.
- D. SLM can use LOA as an agent selection method.
- E. Actual Service Level (ASL) is the recommended algorithm for determining service level.

Answer: A, C, E

QUESTION: 126

How many different operators can be assigned using the set command?

- A. 16
- B. 7
- C. 8

D. 9

Answer: C

QUESTION: 127

You are troubleshooting network connectivity issues from a server running a Solaris / UNIX operating system. You run the 'traceroute' command to determine how far away the client (137.120.10.16) is and you receive the following message:

traceroute to 137.120.10.16 (Client1.company.com), multiple interfaces found using hmel, 30 hops max, 40 byte packets

```
1 router (137.120.29.65) 0.457 ms 0.254 ms 8.365 ms
2 137.122.152.5 (137.122.152.5) 0.236 ms 0.137 ms 0.437 ms
3 vian137_156 (137.156.110.9) 5.284 ms 1.189 ms 3.422 ms
4 gateway (198.152.3.169) 5.343 ms 2.357 ms 1.645 ms
5 v(an137_129 (137.129.117.2) 3.360 ms 2.359 ms 1.843 ms
6 137.129.117.178 (137.129.117.178) 0.236 ms 0.737 ms
7 137.120.10.2 (137.120.10.2) !H
```

Based on the above output, which three statements are true? (Choose three.)

- A. Dynamic Naming Service (DNS) is implemented in the network, but not configured through all segments.
- B. The host you are trying to reach is unreachable.
- C. The host you are trying to reach is seven hops away from the server.
- D. The link cannot complete because the Time-to-Live (TTL) for the packet has exceeded the 200 millisecond round trip limit
- E. The server where the traceroute initiated has more than one configured Network Interface Card (NIC)

Answer: A, B, E

QUESTION: 128

The network group wants to know how many network interface cards (NICs) are programmed on a Call Management System (CMS). Which command will give the following output?

```
100: flags 1 000849<UP,LOOPBACK,RUNNING,MULTICAST,IPv4>
mtu 8232 index 1
net 127.0.0.1 netmask ffffffff
eth0: flags 1 000843cUP,BROADCAST,RUNNING ,MULTICASTIPv4' mtu 1500
index 2
net 135.122.29.80 netmask ffffffff broadcast 135.122.29.255
ether 0:3:ba:c:b9ab
```

```
ipdptpo: flags I 0008d0cPOINTOPOINTRUNNINGNOARP MUL11CAST,IPv4' mtu  
8232 index 3  
net 192.1681.1 --> 192168,1,2netmaskufffff00  
ether 0:0:0:0:0:0
```

- A. netstat-i
- B. ipconfig fall
- C. ifconflg-a
- D. netuse

Answer: C



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