

Exam Code: 132-S-732.1

Exam Name: Specialist Call Center Implement and
Support Elective Exam

Vendor: Avaya

Version: DEMO

Part: A

1: Which command displays disk writes, reads, wait time, and percent utilization every five seconds?

- A."dmesg"
- B."sar -x 5 1 5"
- C."iostat -x 5"
- D."while ;; do sleep 5; cat /proc/diskstats ; done"

Correct Answers: C

2: Click on the Exhibit button:

Referring to the exhibit, which two statements represent ways in which "average wrap-up duration" on Avaya IQ differs from "average ACW" on CMS? (Choose two.)



- A. Avaya IQ includes wrap-up for contacts distributed by both Avaya Communications Manager and Avaya Proactive Contact, while CMS includes wrap-up only for contacts distributed by Avaya Communications Manager.
- B. Non-call associated wrap-up is not attributed to a queue in Avaya IQ, but is included in average ACW time on CMS.
- C. Avaya IQ includes Proactive Contact preview duration in average wrap-up, while CMS does not include outbound call preview duration in average ACW time.
- D. Avaya IQ only considers the contacts that have wrap-up when computing the average, while CMS includes all ACD calls, whether they resulted in ACW or not, in computing the average.

Correct Answers: A D

3: On the CM 3.1 Systems Features form, which version is used in the Reporting Adjunct Release?

- A.R12
- B.R13
- C.R13.1
- D.R14

Correct Answers: C

4: A customer has strict network security policies. They maintain firewalls between sites; no unencrypted passwords are permitted on the network; and open ports are kept to a minimum.

Is this network compatible with Avaya IQ?

- A. No, it is not.
- B. Yes, if Avaya IQ is configured to encrypt all network traffic.
- C. Yes, if the customer modifies the firewall configuration to open the ports specified in Avaya IQ Implementation documentation.
- D. Yes, if the customer modifies the firewall configuration to open ftp and telnet ports and Avaya IQ is configured to encrypt all network traffic.

Correct Answers: C

5: Which three ways can a user obtain more information for the measures included in a particular report? (Choose three.)

A. Click on the main Help button; click on the Search tab and enter the names and descriptions of report measures.

B. Click on the main Help button; navigate to the glossary topic and search through the list of glossary items to locate the names and descriptions of report measures.

C. Right click on a report name; select Help; and click on Measures to view a list of measure descriptions that are specific to the current report.

D. Execute a report; display the output in the report viewer window; and click on the Info icon in the report viewer window to view a list of measure descriptions that are specific to the current report.

E. Execute a report; display the output in the report viewer window; and hover the cursor over the item heading to display the Tool Tip for the information.

Correct Answers: A B D

6: An Avaya IQ system has been installed and configured with a CM source added. After several hours, only some of the names for agents, queues, and routing points have been populated. Using the OAM interface, it is observed that the PE CM Adapter component is cycling between the "Active" and "Stopped" state.

What is the likely cause for this behavior?

A. The time difference between the IQ host and the CM is greater than 5 minutes.

B. The CM is inaccessible due to a firewall configuration error.

C. The release version for the CM was incorrectly specified when the source was added.

D. The Buffering Policy for the CM was incorrectly specified when the source was added.

Correct Answers: A

7: What must be tuned on the database before you can successfully run Avaya IQ with your database?

A. No Oracle database tuning is required.

B. Run Oracle's Statspack and implement Oracle's suggestions.

C. Refer to your IPT output for database tuning requirements.

D. Run Oracle's ADDM reports and implement Oracle's suggestions.

Correct Answers: C

8: The CM Adapter is running on which container?

A. AdminJBoss

B. AdminTomcat

C. MessageBrokerService

D. DataProcessingJBoss

Correct Answers: D

9: Which OS and DB are supported for Avaya IQ?

A.OS: Solaris
DB: Informix
B.OS:AIX
DB: IBM DB2
C.OS: Windows Vista
DB: SQL Server
D.OS: Red Hat Linux
DB: Oracle

Correct Answers: D

10: Which database users are NOT required for an Avaya IQ installation and configuration?

A.user for Historical store
B.user for Real-Time store
C.user for the Content Data store
D.user for the Database Management store

Correct Answers: D

11: From which Web site do you download updates for Avaya IQ?

A.<https://support.avaya.com/updates/>
B.https://support.avaya.com/mysites/mysites_main.jhtml
C.<https://support.avaya.com/software/>
D.<https://support.avaya.com/download/>

Correct Answers: D

12: Which statement correctly describes the relationship between real-time and historical data population in Avaya IQ?

A.All data are collected in the real-time database first and are periodically persisted to the historical database tables.
B.Real-time and historical data generation are independent of each other, but work off the same event stream.
C.Real-time and historical data generation are independent of each other and work off different event streams.
D.Events are sent first to the real-time event processor which then sends events to the historical event processor.

Correct Answers: B

13: Which log file on Proactive Contact would you look at to determine if the Proactive Contact system and job were running correctly?

A.account
B.acd_log
C.network_log
D.switch_log

Correct Answers: A

14: Which two hosts are parts of a Software Only Dual Host configuration? (Choose two.)

- A.Data Base Server Host
- B.Admin and Reporting Host
- C.All Functions Host
- D.Primary Host

Correct Answers: A C

15: Which three administrative items should you modify when you upgrade your CM from 3.1 to 4.0 to enable Avaya IQ to report on the new Call Center features? (Choose three.)

- A.the release property of the CM in the OAM interface
- B.the buffering property in the OAM interface
- C.the application type for the processor channels on the CM
- D.the source type of the CM in the OAM interface
- E.the reporting adjunct release on the CM

Correct Answers: A C E

16: The Implementation Planning Tool has recommended a Multiple Host software-only design for a customer.

Which three additional details about each host must be provided by the customer before implementation can begin? (Choose three.)

- A.host function
- B.host name / IP address
- C.LDAP server IP address
- D.root password
- E.MAC address

Correct Answers: A B D

17: A user has pointed out that there are impossibly large numbers in the Long Contacts Behavior Report. You are trying to isolate the problem.

Where does the underlying data that is used to produce the counts in the report reside?

- A.the dimension tables in the data model
- B.the Query Subjects in the reporting model
- C.the Long Contacts Behavior Report
- D.the fact tables in the data model

Correct Answers: D

18: Which Configuration Audit Tool (CAT) output file is used for the database connection string by the Avaya IQ Installer?

- A.tnsnames.ora
- B.dba.out
- C.install.out
- D.connection.out

Correct Answers: D

19: Where would you find log files for the JBoss containers?

A./tmp

B.\$CCR_HOME/logs

C./var/log/Avaya/CCR

D.\$CATALINA_HOME/logs

Correct Answers: C

20: How can you determine the deployment architecture that was recommended for a specific customer when the Avaya IQ system was ordered?

A.Lookup the customer design in the Avaya Solution Designer.

B.Retrieve the customer design in the Implementation Planning Tool.

C.Examine the customer license file in Remote Feature Access.

D.Run the Avaya IQ System Configuration task at the customer site.

Correct Answers: B