

Exam Code: 132-s-712.2

Exam Name: Specialist: Avaya Proactive Contact
Solutions Design Elective Exam

Vendor: Avaya

Version: DEMO

Part: A

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 queuing 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

Correct Answers: B

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.)

Correct Answers: A C

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

Correct Answers: B

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

Correct Answers: C

5: The Avaya Proactive Contact access server provides which two functions within the system? (Choose two.)

- A.connects calls to agents
- B.manages the internal LAN
- C.serves as a dial-in point for access to the digital switch and CPU
- D.is the interface that supervisors and agents use on their computers

Correct Answers: B C

6: Which tool is new to the Editor Application in the Avaya Proactive Contact Supervisor software?

- A.verification of jobs
- B.record selection reports
- C.messages files and scripts
- D.IVR fields in record selections

Correct Answers: C

7: Your customer runs a collections call center. When an inbound call comes in, your customer wants be able to keep the customer from being called back on the outbound jobs if payment was received on the inbound call.

Which feature automatically marks records as uncallable on outbound jobs if the agent uses a code indicating an inbound call resulted in a payment from the customer?

- A.Do Not Call
- B.Sales Verification
- C.Generic Postupdate
- D.Realtime Campaign Update

Correct Answers: D

8: What is Update Time?

- A.the time period that begins when the agent greets the customer and ends when the customer hangs up
- B.the time period that begins when the customer hangs up and ends when the agent releases the customer record
- C.the time period that begins when the agent releases the customer record and ends when the agent receives the next call
- D.the time period that begins when the customer first tells the agent pertinent information and the agent records it and ends when the agent releases the record

Correct Answers: B

9: Your customer has difficulty sorting through their current system's reports to give supervisors information that pertains only to their particular group.

Which feature should in Avaya Proactive Contact meets the customer's need?

- A.Shared Lists
- B.Unit Work List
- C.List Distribution
- D.Hierarchy Manager

Correct Answers: D

10: Which feature meets the needs of customers who want to run jobs that play messages to both phones answered by live customers and phones answered by answering machines?

- A.Autowrap

- B.Virtual Agent
- C.Agent Blending
- D.Managed Dialing

Correct Answers: B

11: What are two ways that the Avaya Proactive Contact System can be set up to place outbound calls? (Choose two.)

- A.connected to an Avaya Interactive Response (IR) system
- B.connected directly to the Public Switched Telephone Network (PSTN)
- C.connected to a customer host system via Computer Telephony Integration (CTI)
- D.connected to a customer Private Branch Exchange (PBX) via Computer Telephony Integration (CTI)

Correct Answers: B D

12: During the Needs Assessment, the customer decides how they want agent headsets to be configured. This configuration depends both on customer needs and the customer's current equipment.

What are three types of agent voice circuits available on the Avaya Proactive Contact System? (Choose three.)

- A.dial-in
- B.dialback
- C.round robin
- D.direct connect
- E.cyclic hunt type

Correct Answers: A B D

13: Which application would you recommend to a customer who wants to be able to modify wait queue scripts themselves?

- A.Editor
- B.Analyst
- C.Monitor
- D.Health Manager

Correct Answers: A

14: Which Avaya Proactive Contact hardware component provides the connection to agent and supervisor workstations?

- A.CPU
- B.digital switch
- C.access server
- D.administrator console

Correct Answers: A

15: In which Avaya Solution Designer section are headset connection types configured?

- A.Inbound

- B.Transfer
- C.Outbound
- D.Agent/Supervisor

Correct Answers: D

16: A customer wants to license their Avaya Proactive Contact System to integrate with a third-party recording product.

Which feature should they use?

- A.PCS SDK
- B.List Sharing
- C.Event Monitoring
- D.Campaign Metrics

Correct Answers: C

17: A customer wants to purchase an Avaya Proactive Contact System. The customer wants Avaya to provide all of the system hardware in a turn-key solution.

Which solution should the customer purchase?

- A.Avaya Proactive Contact with CTI
- B.Avaya Proactive Contact with PG230
- C.Avaya Proactive Contact with Predictive Blend
- D.Avaya Proactive Contact Large Cabinet Solution

Correct Answers: D

18: In which two ways can an Avaya Interactive Response (IR) that is integrated with the Avaya Proactive Contact System help during outbound calling? (Choose two.)

- A.provide low balance collections
- B.provide appointment reminders to customers
- C.provide additional dialing capacity during peak hours
- D.provide PTP agents for overflow outbound connects

Correct Answers: A B

19: In which section of the Avaya Solution Designer is Disk Mirroring found?

- A.Transfer
- B.Software
- C.Hardware
- D.Agent/Supervisor

Correct Answers: C

20: A new customer has expressed interest in using Predictive Agent Blending on their new Avaya Proactive Contact System. Before setting up this feature for the customer, it needs to be determined whether or not the customer's ACD is compatible with the Avaya Proactive Contact System.

Which two ACDs are on the list of compatible ACDs for Predictive Agent Blending? (Choose two.)

A.Cisco IPCC

B.Amcat ACD

C.Aspect CallCenter

D.Rockwell Spectrum

Correct Answers: C D