Avaya Contact Center

1. Which two applications does the Unified Communication Module (UCM) support without the addition of an external server? (Choose two.)

- [ ] A. Avaya Contact Recorder
- [ ] B. one-X® Communicator
- [ ] C. one-X® Portal
- [ ] D. Embedded Voicemail
- [ ] E. Voicemail Pro

Answer(s): C E

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2. When planning for a Small Community Network (SCN), which two are required? (Choose two.)

- [ ] A. PRI service
- [ ] B. Preferred Edition
- [ ] C. IP Routes
- [ ] D. VCMs
- [ ] E. H.248

Answer(s): C D

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3. Which IP Office feature is required to initiate screen pops, where the caller ID triggers a computer to open a record related to that number?

A. IMAP

B. TAPILink Lite

C. UMS

D. Outlook Plugin

Answer(s): B

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4. By adding a 4-port expansion card to the IP Office 500 V2, how many expansion units can the IP Office support in total?

A. 10

B. 8

C. 12

D. 14

Answer(s): C

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5. A remote worker with Avaya Windows Communicator visits their office headquarters where the IP Office and one-X® Portal are located.
Which two technologies enable the worker to re-register locally? (Choose two.)

☐ A. Border controller

☐ B. Wi-Fi access

☐ C. Split DNS

☐ D. Port forwarding

☐ E. XMPP

Answer(s): B C

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6. On an IP Office 500 V2 there are two SD card slots. The first contains the System SD card, which has a unique feature key number.
The unique feature key number is essential for which purpose?

A. to provide the upgrade tool

B. to validate licenses

C. to set the Voicemail type, either Embedded or Voicemail Pro

D. to allow the storage of the correct version bin files

Answer(s): B

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7. A customer has two main receptionists using SoftConsole; however, when they are on a break or at lunch, there are four back office workers that can open the SoftConsole on their PC to take calls to cover these periods.
How many licenses are required for this to work?

A. 8

B. 6

C. 2

D. 4

Answer(s): D

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8. A customer has given six employees the ability to hot-desk for when they come into the office. When they log off, their calls will go to their voicemail boxes. Employees want to retrieve their voicemail while out of the office.
How should you set up DDI/DID to achieve this?

A. DDI/DID to their Login code

B. DDI/DID number to their Extension

C. DDI/DID to the short code feature "Voicemail Collect"

D. DDI/DID to a Voicemail module "Recording"

Answer(s): C

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9. Using the Upgrade Wizard, which Password is required when upgrading the IP Office 500 V2?

A. Manager password

B. Security password

C. System password

D. Administration password

Answer(s): C

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10. When you first power on the IP Office, there are two default incoming call routes; one is to route all voice calls to the Hunt Group main, which contains the first 10 extensions, and the other is for data calls.
Where do the data calls go by default?

A. RAS access "Dialin"

B. Hunt group "Data"

C. Extension "Modern"

D. Hunt group "Main"

Answer(s): A

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11. A customer wants all employees to be able to communicate seamlessly with each other and external parties. Some of their employees are often on the road, or off-site.
Which application could you recommend for these users?

A. Mobile Twinning

B. Avaya Communicator

C. Suggest the User divert their extension to their mobile

D. one-X Mobile Preferred

Answer(s): D

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12. Which application can be used to show available resources in an IP500 V2?

A. DbgView

B. IP Office Manager

C. Monitor

D. System Status Application

Answer(s): D

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13. Which outcome can be prevented with a correctly configured multi-site SCN solution?

A. tromboned calls

B. oversubscribed VMPro ports

C. compromised ACD routes

D. oversubscribed VoiceMail storage

Answer(s): B

14. In a Small Community Network (SCN) with Distributed Voicemail, which two are required? (Choose two.)

- ☐ A. Local Host file
- ☐ B. SMTP unblocked between Voicemail servers
- ☐ C. Preferred Edition Licenses on all IP Office systems
- ☐ D. Port 80 supported
- ☐ E. IIS installed on all Voicemail Pro servers.

Answer(s): B E

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15. To create and make changes to all aspects of the system, which mode in Manager do you select?

A. Installation Mode

B. Simplified View

C. Basic Edition

D. Configuration Mode

Answer(s): D

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16. A customer has the UCMv2 installed in their IP Office 500 V2. They are using one-X Portal for 25 of their users.
In this scenario, what is the maximum voicemail ports supported on the Voicemail Pro?

A. 30

B. 20

C. 25

D. 40

Answer(s): B

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17. In which folder on the system SD card would you place the firmware files (.bin) for an IP telephone?

A. /backup

B. /primary

C. /dynamic

D. /lvmail

E. /temp

Answer(s): B

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18. Which application must be installed on a separate server or hard drive partition when installing IP Office Server Edition?

A. Web Services

B. Voicemail Pro

C. Avaya Contact Recorder

D. one-X® Portal

E. Call Detail Records

Answer(s): C

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19. Which three statements are requirements for the installation of IP Office Server Edition on an Avaya supplied server? (Choose three.)

☐ A. Enable Java within the browser.

☐ B. Edit the password and configure the customer network settings.

☐ C. Set the Ignition process to Server mode.

☐ D. Install it from the USB shipped with the server, or from the install image on the DV

☐ E. Use the Initial Configuration Utility to set up detailed Midmarket Server operation.

Answer(s): A B C

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20. Before attempting to connect an IP Office to a one-X® Portal server, what must be checked?

A. Time Profiles

B. Hunt Group Settings

C. User Rights

D. Security Settings

Answer(s): D