IT认证电子书

Exam : **132-s-712**

Title : Specialist: Avaya Proactive Contact Solutions Design Elective Exam

Version : DEMO

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 queueing 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
Answer: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.)
Answer: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
Answer: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
Answer: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
Answer: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
Answer: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

Answer: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

Answer: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

Answer: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

Answer:B