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Exam : **6203.1**

Title : Avaya Voice Portal Implementation Exam

Version : DEMO

1.A customer has just upgraded Voice Portal to a newer version, but the license is not upgraded. What is the grace period provided by the system, for upgrading the license?
A. 3 days
B. 7 days
C. 15 days
D. 30 days
Answer: D

2.From the VPMS web interface, which menu path should be followed, to view the current status of all MPP servers and get detailed information about any alarms they have generated?
A. System Configuration > System Monitor
B. System Configuration > MPP Management
C. Real-Time Monitoring > Monitor System
D. Teal-Time Monitoring > System Monitor
Answer: A

3.Which two methods can be used to initiate a Voice Portal 5 x Primary VPMS restore? (Choose two.)
A. system restore page in VPMS web administration
B. do_RestoreData -f /opt/Avaya/backup
C. restorempplogs.sh
D. do_MntDrv do_RestoreData -f /opt/Avaya/backup/remotesvr
Answer: BD

4.Why is the "Hot word" Barge-in mechanism used?
A. to stop the application from playing prompt as soon as the utterance is caught on that prompt
B. to stop the application from playing prompt as soon as the utterance matches a key word defined in the grammar
C. to stop the application from playing prompt as soon as the utterance matches a key word defined in the grammar and the decision is defined
D. to stop the application from playing prompt as soon as the utterance matches a key word defined in the prompt
Answer: C

5.A customer is using skills-based routing. Which Acaya Aura CM forms must be administered to map the requirements to agents/ports?
A. Vector and Agent LoginID forms
B. Hunt Group and Skill forms
C. Skill and Agent LoginID forms
D. Vector and Split forms
Answer: C

6.A customer is planning to deploy a Voice Portal solution, and wants to make sure they have considered all aspects of their implementation design components. As a key component of the implementation, which documents are included in the Document Review?

A. Deep Drive Results, Equipment List, Customer List, and SOW
B. Customer Scenario, Equipment List, SOW and Deep Dive Results
C. Customer Scenario, Hardware List, Deep Dive Results and SOW
D. Customer List, Hardware List, SOW and the Equipment List
Answer: B

7.Which statement about Auxiliary VPMS is true?
A. Only one Auxiliary VPMS server can be added per Voice Portal 5.1 or newer system.
B. More than one Auxiliary VPMS server can be added per Voice Portal 5.1 or newer system.
C. Auxiliary VPMS can be installed on a single server Voice Portal system.
D. Auxiliary VPMS can be installed co-resident with MPP server.
Answer: B

8.In addition to the Project Overview, Standard service hours, Call Center Telephony Review, Call Center Reporting Review, which other service is included in the Statement of Word (SOW) component of a project?
A. Call Center Development Services
B. Call Center Programming Services
C. Call Center Leadership Services
D. Call Center Consultant Services
Answer: A

9.A technician cannot see the VPMS web interface. What is the first thing that should be done?
A. Restart all MPPs that are connected to the VPMS.
B. Reload the VPMS software.
C. Make sure that Axis is running.
D. Make sure that Tomcat is running.
Answer: D

10.What is the last step to be completed before testing the initialization and configuration?
A. Start the MPPs.
C. Stop the MPPS.
C. Start Applications.
D. Stop Applications.
Answer: A