

IT 认证电子书



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Exam : **7765X**

Title : Avaya Workforce
Optimization Select
Implementation and Support
Exam

Version : DEMO

1.What are three ways to assign eLearning courses/quizzes? (Choose three.)

- A. Interaction playback
- B. Learn>Library
- C. Management
- D. Coaching
- E. Evaluation

Answer: BCE

2.What are two options for agents/supervisors when they disagree with an evaluation score? (Choose two.)

- A. They can decline the evaluation.
- B. They can appeal the evaluation.
- C. They can escalate it with the superior.
- D. They can click on the disagree button in the evaluation view mode.

Answer: BC

3.In Employee Manager, which Bulk Action is not possible?

- A. Bulk Change the Supervisor Association
- B. Bulk Change of Privileges
- C. Bulk Change of Queue Association
- D. Bulk Change the Recording Configuration

Answer: A

Explanation: <https://downloads.avaya.com/css/P8/documents/101025311> (43)

4.When an Interaction is Flagged for QA, where can the QA Analyst see this interaction?

- A. Plans
- B. Evaluate > My Assignments
- C. Adhoc Evaluations
- D. View Evaluations
- E. Distribution Pool

Answer: B

5.In which two ways can you tag additional meta-data information with a call that is being handled by Agents, without any third-party integration? (Choose two.)

- A. by utilizing the API calls provided by a third party
- B. by using Desktop Monitor > Learning Console
- C. by manually entering into MS Excel and import back into application
- D. by managing the Tags feature in the application

Answer: BD