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Avaya CallPilot Implementation Exam

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QUESTION 1

A customer is upgrading to Avaya CallPilot RIs. 5.0. The current keycode authorizes 500 Speech Activated Messaging seals but the customer is currently only using 100 seats. With the upgrade and a new Avaya CallPilot RIs. 5.0 keycode, which two options does the customer have for the unused Speech Activated Messaging seats? (Choose two.)

A. In this scenario the number of seats cannot be reduced.

B. Take no action and retain the unused Speech ActivatedMessaging seats.

C. Reduce the number of Speech Activated Messaging seats authorized in the new keycode to 100 ormore.

D. Reduce the number of Speech Activated Messaging seats authorized in the new keycode to anynumber aslong as the feature is supported on at least 1 seat.

Correct Answer: C

QUESTION 2

A customer has a large sales force who wants to access their email accounts through either the My CallPilot Web page or the Email-by-Phone feature. What is the first stop for setting this up?

A. Configure the mailbox link from MyCallPilot.

B. Configureemail-by-phone from MyCallPilot.

C. Configureexternal email servers in AvayaCallPilotManager.

D. Enable SSLfrom Internet Mail Client in Avaya CallPilot Manager.

Correct Answer: C

QUESTION 3

An Avaya CallPilot system administrator is responsible for more than one Avaya CallPilot server. On the Avaya CallPilot Manager logon Page, which feature ran the administrator use to quickly select server and NMS location when they log on to Avaya CallPilot Manager?

A. Preferences

B. NMS location

C. Log in shortcuts

D. Presetserverlist

Correct Answer: C

QUESTION 4

![Pass2Lead](https://Pass2Lead.com)
A company has a fully installed Avaya CallPilot RIs. 5.0 system connected to a Communication Server 1000E (CS1000) RIs. 6.0. The system has been running for over a year without any problems. Now Avaya CallPilot is taking very long to answer calls. During the diagnostic testing the Avaya Call Pilot System Monitor shows some of the channels as remote off duty. Which three steps can be followed to diagnose the problem? (Choose three.)

A. LogintotheCS1000and disable the AMLlink.

B. Loginto the CS1000and check the status of the Avaya CallPilot agents.

C. Log into the CS1000 and check the status of the AMLlink.

D. Loginto the CS1000andcheckthestatus of the MGATECards.

E. Log into the AvayaCallPilot and disable the ELANconnection.

Correct Answer: BCD

QUESTION 5

An administrator cannot login to Avaya CallPilot Manager from the login web page. A technician has confirmed that the administrator is entering their correct mailbox number and password and that their mailbox is not disabled. What should be checked?

A. that the user\\'s PC is running Internet Information Server (IIS)

B. that the Server Held contains the correct server name for the Avaya CallPilot system

C. that theLocation field contains the correct server name for the Avaya CallPilot system

D. that the Secure Sockets Layer (SSL) option is turned on because passwords can only be passedover SSL

Correct Answer: D

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