

7303^{Q&As}

Avaya CallPilot Implementation Exam

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QUESTION 1

At a customer site with a Communication Server (CS) 1000 system, a technician is configuring the CS1000 to support the installation of an Avaya CallPilot RIs. 5.0 system. When defining the Avaya CallPilot service in the customer data block in overlay 15, which two options must be enabled?

- A. Call Park Allowed (CPA) and Message Register (MGCR)
- B. Call Park Allowed (CPA) and Message Center Included (MCI)
- C. Maximum number of agents (MAXP) and Message Register (MGCR)
- D. Number of call registers (NCR) and Message Center Included (MCI)

Correct Answer: B

QUESTION 2

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. Log into the CS1000 and disable the AMLink.
- B. Log into the CS1000 and check the status of the Avaya CallPilot agents.
- C. Log into the CS1000 and check the status of the AMLink.
- D. Log into the CS1000 and check the status of the MGATE Cards.
- E. Log into the Avaya CallPilot and disable the ELAN connection.

Correct Answer: BCD

QUESTION 3

An Avaya CallPilot system administrator is preparing to install Application Builder. Which two places is the Application Builder installation software located? (Choose two.)

- A. on the Avaya CallPilot Server
- B. on the Avaya CallPilot image DVD
- C. on the Avaya CallPilot Applications CD
- D. in the Enterprise Solutions PEP Library (ESPL)

Correct Answer: CD

QUESTION 4

Working as a team, the Project Manager has just finished programming the agents in the PBX, while technician configured them in Avaya CallPilot. When Avaya CallPilot hoots into service, all channels come up except for one. Prior to the replacement of hardware, it is decided to look into the Event log. Which event below gives a possible clue us to what the problem is?

- A. DialogicEventManager system initialization failed.
- B. IMAreceived a disk full event.
- C. Event from Blue Call Router: All Port Busy Indication.
- D. TN/DN mismatch.

Correct Answer: D

QUESTION 5

A company has decided to install an Avaya CallPilot 1005 server at their new office locution to deliver multimedia messaging functionality to their employees. They will be using Fax and Desktop Messaging applications. A technician has been tasked with installing the new Avaya CallPilot server. Which operating system should be running on the Avaya CallPilot RIs. 5.0 server?

- A. RedHatLinux V4.0
- B. MicrosoftWindows Vista
- C. MicrosoftWindows Server2003
- D. Microsoft Windows NT

Correct Answer: C

QUESTION 6

A customer who uses Microsoft Outlook as their Email application is installing Avaya CallPilot RIs.

5.0 Desktop Messaging.

Which message delivery options, provided by the "Deliver-to" feature, controls where new Avaya CallPilot messages are viewed in the Microsoft Outlook user interface?

- A. the defaultEmail Inbox orthe Sent items folder
- B. the default Email Inbox or a separate Avaya CallPilotInbox
- C. the default Draft items folder or a personal folder created by the user
- D. the Outlook Voice Messages Inbox or a separate Avaya CallPilotInbox

Correct Answer: B

QUESTION 7

A technician has completed the configuration and programming for an implementation of a new Avaya CallPilot system. When the Avaya CallPilot is rebooted, over which local Area Network (LAN) connection does the Communication Server 1000 communicate with the Avaya CallPilot voicemail system?

- A. DSO
- B. CLAN
- C. ELAN
- D. SLAN
- E. TLAN

Correct Answer: C

QUESTION 8

A technician is installing a new Avaya CallPilot Server, and has programmed the new ACD Queue and virtual agents for the DS0 connectivity. In the Configuration Wizard, in which three fields is the information entered?

- A. TN, class ID, number of TNs to be added
- B. numberofTNs to be added, ACD Queue number,Key 0
- C. TNs, ACD Queue number, Key 0
- D. TN, Key 0, Key 1

Correct Answer: A

QUESTION 9

Avaya CallPilot users are reporting problems with desktop messaging. In an effort to discover the problem, the system administrator disabled the Internet Message Access Protocol (IMAP) service. Which statement describes the impact to desktop messaging?

- A. It stops Email by Phone from functioning.
- B. It prevents users from logging into their Avaya CallPilot mailboxesfromtheir desktop messagingclient.
- C. It is required sothat IP addressing can be used in place of Fully Qualified Domain Name (FQDN).
- D. It allows users to accessathird-partyLightweight Directory Access Protocol (LDAP) address book.

Correct Answer: A

QUESTION 10

A customer installing Avaya CallPilot RIs. 5.0 has determined that they require access to Avaya CallPilot Application Builder for several system administrators. Which installation option for Application Builder is correct?

- A. Install Application Builder on the Avaya Call Pilot server.
- B. Install Application Builder on a dedicated IIS Web server.
- C. Application Builder on any PC to be used for Avaya CallPilotsystem administration.
- D. Install Application Builder on the standalone Web server with Avaya CallPilot Manager and Avaya CallPilotReporter.

Correct Answer: C

QUESTION 11

Which two Avaya CallPilot Manager configurations are valid? (Choose two.)

- A. Avaya CallPilot Manager installed on the Avaya CallPilot server
- B. Avaya CallPilot Manager installed on the administrator's PC
- C. Avaya CallPilot Manager installed on a standalone Web server
- D. Avaya CallPilot Manager installed on the Avaya CallPilotserver with Reporter

Correct Answer: AC

QUESTION 12

A company is planning to install a new Avaya CallPilot RIs. 5.0 system. They need a high availability system that will allow a standby server to take over in case the primary server fails. Which hardware platform should be delivered on-site?

- A. 703t
- B. 600r
- C. 1006r
- D. 1002rp
- E. 2250

Correct Answer: C

QUESTION 13

A customer wants to implement My callPilot web messaging but is reluctant to purchase an additional Web server. Where can My CallPilot be installed?

- A. on the Avaya CallPilot server only
- B. on the administrator's client PC
- C. on a standalone Web server only
- D. on the Avaya CallPilot server or on a standalone Web server

Correct Answer: D

QUESTION 14

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 step for setting this up?

- A. Configure the mailbox link from MyCallPilot.
- B. Configure email-by-phone from MyCallPilot.
- C. Configure external email servers in Avaya CallPilot Manager.
- D. Enable SSL from Internet Mail Client in Avaya CallPilot Manager.

Correct Answer: C

QUESTION 15

The Avaya CallPilot 600r servers are standalone systems that interface with the Meridian 1 and Communication Server 1000 PBX switches for multimedia connectivity. Which hardware component is used to complete the physical connection from the MPB96E card in the server and the MGate card installed in the switch?

- A. CT Bus cable
- B. Serial modem
- C. CAT5 Ethernet cable
- D. NTRH2014 triple DS30X cable

Correct Answer: D

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