



133-S-713.4

Avaya Proactive Contact Solutions Implementation Exam (beta)

Q&A

DEMO Version

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Technical and Support Team
Chinatag LLC.

QUESTION NO: 1

Which Avaya software is used to provide consolidated reporting with Avaya Proactive Contact 4.X and other Avaya communication solutions?

- A. CMS
- B. WebLM
- C. Avaya IQ
- D. Analyst

Answer: C

QUESTION NO: 2

Which Avaya CM circuit pack is necessary if the customer expects to do predictive dialing on Proactive Contact with CTI?

- A. TN744 Call classifier
- B. TN2602 Media interface
- C. TN799 C-LAN
- D. TN464 DS1 Interface

Answer: A

QUESTION NO: 3

Which Proactive Contact component allows clients residing off the dialer to obtain events and real-time data from the dialer?

- A. Event Service
- B. STATSPUMP
- C. Historical Data Service Component (HDSC)
- D. Dialer Command and Control Service (DCCS)

Answer: A

QUESTION NO: 4

Which two commands are used to configure the cti_passwd.cfg file for an Avaya Proactive Contact with CTI with Agent Blending? (Choose two.)

- A. cti_passwd

- B. cti_passwd
- C. cti_passwd -b
- D. cti_passwd

Answer: C,D

QUESTION NO: 5

How does Proactive Contact move digitized messages from the CPU to the Large Port Voice Card (LPVC)?

- A. Remote Copy (RCP)
- B. Network File System (NFS)
- C. File Transfer Protocol (FTP)
- D. Address Resolution Protocol (ARP)

Answer: B

QUESTION NO: 6

Which parameter in master.cfg is required to ensure correct agent capacity on a Proactive Contact system?

- A. PORTS
- B. LINEASSIGN
- C. QUOTA
- D. MAXHIDSLOTS

Answer: D

QUESTION NO: 7

You are working with a third-party to integrate a call recording utility with Proactive Contact. The technician for the third-party is not able to see events from Proactive Contact. Which command would you type on the Proactive Contact command line to see all statistics from Event Services?

- A. enclient -S \$NS
- B. enclient -A
- C. enserver -a
- D. enserver -S \$NS

Answer: A

QUESTION NO: 8

Under which two sections in Editor do you set up Record Specific Messaging? (Choose two.)

- A. Contact Management
- B. Messages and Scripts
- C. Jobs
- D. Calling Lists

Answer: B,D

QUESTION NO: 9

You are configuring a Proactive Contact 4.X solution for your customer. They do not use the same result codes that the dialer uses. They use a short four-character description. Which Supervisor function should you use to ensure that your customer's host will understand the Avaya completion codes?

- A. Translate
- B. Merge
- C. Fill
- D. Format

Answer: A

QUESTION NO: 10

Where is the location of the local policy files on the Avaya Proactive Contact 4.X server?

- A. /opt/avaya/pds/config
- B. /opt/avaya/pds/openssl
- C. /opt/avaya/pds/etc
- D. /etc

Answer: B