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Vendor:Avaya

Exam Code:3C00120A

Exam Name:APDS Customer Experience Manager
Online Test (#3C00120A)

Version:Demo

QUESTION 1

Customer supplied servers for Avaya Aura® Experience Portal require which operating system (OS)? (Select one.)

- A. Mac OS X Server
- B. Microsoft Windows 2008 Server
- C. Solaris 10
- D. Red Hat Enterprise Linux Server

Correct Answer: D

QUESTION 2

With regard to Avaya Outbound Contact Express, which of these applications must run on customer provided hardware? (Select four.)

- A. Agent message queue
- B. Campaign manager
- C. Script manager
- D. Supervisor applications
- E. IP Office Administrative Apps
- F. Avaya Speech Analytics Desktop Client

Correct Answer: BCDE

QUESTION 3

In addition to the Experience Layer, which two layers are part of the seven layers that make up the Avaya Customer Experience Management (CEM) Framework? (Select two.)

- A. Implementation Layer
- B. Design Layer
- C. Collaboration Layer
- D. Performance Layer

Correct Answer: BD

QUESTION 4

Which are software component provided by the Avaya Contact Flow Analytics turnkey solution? (Select three.)

- A. Tivoli software
- B. Oracle Business Intelligence Enterprise Edition (OBIEE)
- C. Contact Flow Analytics software
- D. Red Hat Enterprise Linux (RHEL) 5.6 Operating System
- E. Advanced Interactive executive (AIX) 6.1

Correct Answer: BDE

QUESTION 5

If you run the Avaya Aura® Orchestration Designer applications on Avaya Voice Portal, Avaya Aura® Experience Portal, Avaya Interactive Response, or other Avaya products that use the WebLM license server, then Orchestration Designer does not require a separate WebLM license server.

- A. True
- B. False

Correct Answer: A

QUESTION 6

Avaya Call Management System (CMS) supports the virtualized environment, which is a customer provided prerequisite for such a deployment? (Select one.)

- A. Tivoli Storage Manager software
- B. RedHat Linux 6.4 Operating System
- C. Informix Database software
- D. VMware® vSphere 5.0 or 5.1

Correct Answer: D

QUESTION 7

Which three statements best describe the value proposition for Avaya Context Store? (Select three.)

- A. Enhances Customer Experience
- B. Enables business to be conducted from anywhere
- C. Reduces the complexity of integrating Contact Center components

D. Lowers total cost of ownership (TCO)

Correct Answer: ABD

QUESTION 8

Which Proactive product or solution must have RT_Socket installed for skill-based pacing for campaigns? (Select one.)

- A. Avaya Proactive Outreach Manager
- B. Avaya Proactive Contact
- C. Avaya Outbound Contact Express

Correct Answer: A

QUESTION 9

Which are Avaya Call Management System (CMS) deployment options? (Select four.)

- A. Dell 620 server for the mid range capacity option
- B. Dell 720 server for Enterprise capacity option
- C. Virtual (OVA on VMWare) Mid or high capacity configuration
- D. Dell 620 server for the low range capacity option
- E. HP NB56000c-cg server for Enterprise capacity option

Correct Answer: ABCD

QUESTION 10

Which of the following are ordering and licensing requirements for Avaya Outbound Contact Express? (Select three.)

- A. For additions, licenses need to be installed in the field
- B. Hardware and software placed on a single order
- C. Licenses need to be requested through Product Operations
- D. License moves are now part of the Global License Portability (GLP) Process

Correct Answer: BCD

QUESTION 11

In connection with a CCT (Contact Center Technology) implementation project for the Government of Mourito, Avaya

has partnered with a leading Distributor in the country. Avaya is required to import certain telecom equipment into Mourito. Avaya arranges for the shipment and same reaches Mourito port. In order to release the shipment, a no-objection letter is required from the customs unit in charge of the port. This is standard operating procedure in Mourito vis- a-vis overseas shipments. Typically, it takes about 7-14 working days to receive the letter. The Distributor, citing project exigency, pays a sum of \$150 to a senior customs official and obtains the NOC (No Objection Certificate). What prompts the Distributor to make the payment is that facilitation payments are customary and legal in Mourito.

What breach, if any, has the Distributor committed?

A. None, the payment made by the Distributor constituted facilitation payment which is customary under the laws of Mourito.

B. The Distributor has breached Avaya's policy since Avaya prohibits facilitation payments.

Correct Answer: A

QUESTION 12

Which of the Avaya Media Processing Server hardware options is quoted in the Enterprise Configurator tool? (Select one.)

A. Media Processing Server 500

B. Media Processing Server 1000

C. Media Processing Server 1500

Correct Answer: B

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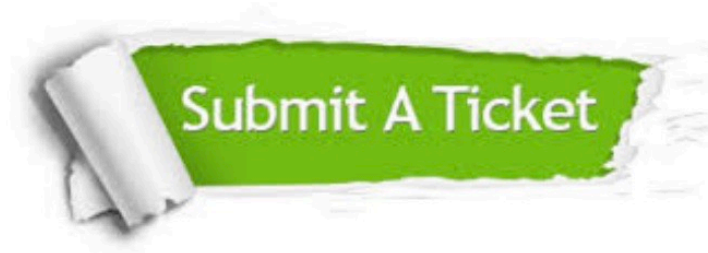
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