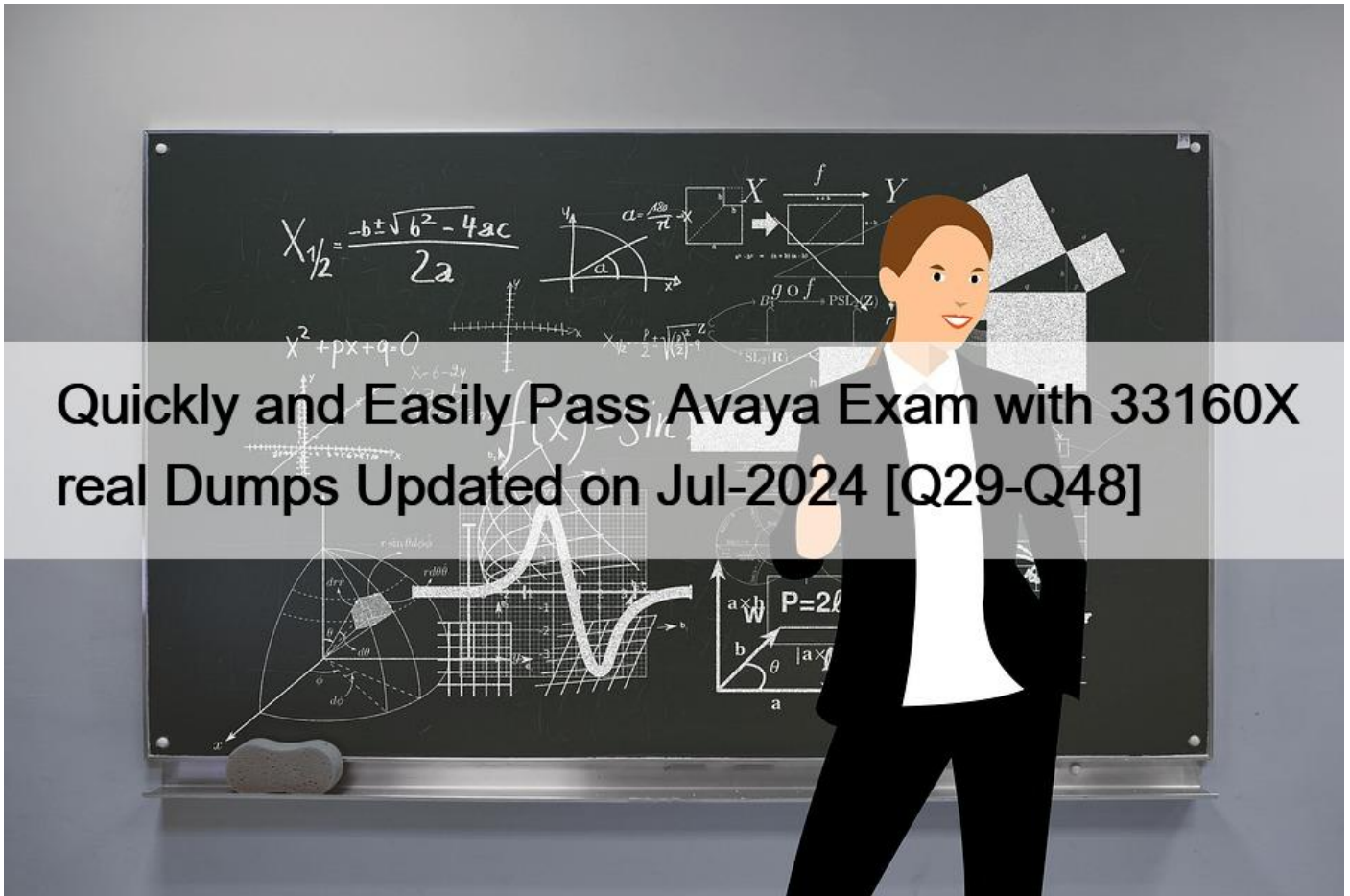# Quickly and Easily Pass Avaya Exam with 33160X real Dumps Updated on Jul-2024 [Q29-Q48

Quickly and Easily Pass Avaya Exam with 33160X real Dumps Updated on Jul-2024 Realistic 33160X Dumps Questions To Gain Brilliant Result NO.29 In Archive, what is the function of a campaign?

* It defines how to perform a specific archive task against a specific media.
* It defines when and how fast archive activity may occur on a recorder.
* It defines filter rules to determine which recordings to archive.
* It defines the physical repository for archived content.

Explanation

According to the Avaya Workforce Engagement Support Administration Guide, a campaign is a set of filter rules that define which recordings to archive. A campaign can include filters based on date range, recording type, agent ID, DNIS, ANI, and other criteria. A campaign can also specify whether to archive audio only, screen only, or both. A campaign can be associated with one or more archive profiles, which define the destination and format of the archived content. References: Avaya Workforce Engagement Support Administration Guide, page 105.

NO.30 You are in the process of creating a new supervisor on the Framework server . you have created the user profile, but when you try to assign access rights, the “Edit Access Rights” button is greyed out. What is causing this problem?

* You have not created a valid profile

* You have not created the profile as a supervisor
* You have not created the profile as a manager
* You have not created the user name and password .
Explanation

According to the Avaya Workforce Optimization Select Administration Guide, one of the possible causes for the “Edit Access Rights” button being greyed out when creating a new user on the Framework server is that the user profile has not been created as a supervisor. Only supervisors can have access rights assigned to them, which determine what functions and features they can access in the Avaya Workforce Engagement system. To create a user profile as a supervisor, the administrator must select “Supervisor” from the Role drop-down list in the User Details tab of the User Profile screen. References: Avaya Workforce Optimization Select Administration Guide

NO.31 In any Avaya Workforce Engagement installation, some procedures are the Customer’s responsibility.

Which three procedures are the customer’s responsibility (Choose three)
* Firewall configuration
* SR tool software installation
* SSL certificates preparation
* Prepare SSRS for reports ingestion.
* Antivirus installation
Explanation

According to the Avaya Workforce Engagement Installation Guide, some procedures are the customer’s responsibility before installing or upgrading the software. These procedures include:

Firewall configuration: The customer must ensure that the firewall rules allow communication between the servers and clients in the domain, as well as external services such as email, NTP, and DNS. The customer must also open specific ports for different components of the Avaya Workforce Engagement solution, such as recording, playback, database, and web services. The installation guide provides a list of ports that need to be opened for each component.

SSL certificates preparation: The customer must prepare and install SSL certificates for securing the communication between the servers and clients in the domain. The customer can use self-signed certificates or certificates issued by a trusted certificate authority (CA). The installation guide provides instructions on how to generate and install SSL certificates for different components of the Avaya Workforce Engagement solution, such as recording server, application server, web server, and database server.

Antivirus installation: The customer must install and configure an antivirus software on each server in the domain to protect the system from malware and viruses. The customer must also exclude certain folders and processes from antivirus scanning to avoid performance issues or conflicts with the Avaya Workforce Engagement software. The installation guide provides a list of folders and processes that need to be excluded from antivirus scanning for each component of the Avaya Workforce Engagement solution.

The other two procedures, SR tool software installation and SSRS preparation for reports ingestion, are not the customer’s responsibility, but rather part of the installation or upgrade process performed by the technician or administrator. References: : Avaya Workforce Engagement Installation Guide, pages 17-28, sections

“Prerequisites” and “Preparing for installation or upgrade”

NO.32 When Enabling an employee to control the recording process, which two Agent Initiated Monitoring (AIM) commands are used ? (Choose two.)
* Pause monitoring command
* Start Annotation command

* Start monitoring command
* Cancel monitoring command
Explanation

Agent Initiated Monitoring (AIM) enables agents to register their Agent ID with the recording system and have their phone or workspace associated with recordings. Using AIM, agents can start and stop recording calls “on the fly.” They can also use AIM to annotate a recording that they start or one that they block from being recorded. The start monitoring command initiates a recording of the current call, while the pause monitoring command temporarily stops the recording of the current call1.

NO.33 The technician is configuring the Enterprise Manager.

Which statement is true about task that can be completed under Enterprise Manager?
* It connects Recorder with the third-party system
* It sets up recorder roles, which define the functionality of servers
* Itassignscall buffer disk settings an logical drives to the contact recording environtment
* It captures and processes events from server interfaces
Explanation

According to the Avaya Workforce Optimization Select Installation Guide, Enterprise Manager is a web-based application that allows the administrator to configure and manage the Avaya Workforce Engagement system.

One of the tasks that can be completed under Enterprise Manager is to set up recorder roles, which define the functionality of servers. Recorder roles specify which components and services are installed and enabled on each server, such as voice recording, screen recording, quality management, speech analytics, etc. The administrator can assign one or more recorder roles to each server in the system. References: Avaya Workforce Optimization Select Installation Guide

NO.34 Which three statements describe the prerequisites for installing Avaya Workforce Engagement server in deployment level 3,4 or 5? (choose three).
* Date center servers can be split in multi-domain forests.
* The Framework components can be installed using a Management Service Account (MSA).
* The Framework components need to be installed using a domain account with loca administrator privileges in the Framework server.
* Date center zone servers, service user and group account, must all be members of the domain ‘s Active Directory.
* The Framework components can be installed in a workgroup environment.
Explanation

According to the Avaya Workforce Optimization Select Installation Guide, the prerequisites for installing Avaya Workforce Engagement server in deployment level 3, 4 or 5 are as follows:

B: The Framework components can be installed using a Management Service Account (MSA). An MSA is a domain account that has local administrator privileges on all servers in the Framework domain. The MSA is used to install and run the Framework services and components.

C: The Framework components need to be installed using a domain account with local administrator privileges in the Framework server. This account is different from the MSA and is used to log in to the Framework server and run the installation wizard.

D: Data center zone servers, service user and group account, must all be members of the domain’s Active Directory. A data center zone is a logical grouping of servers that share common resources and settings. A service user account is a domain account that has local administrator privileges on all servers in the data center zone. A service group account is a domain group that contains all service user accounts in the data center zone.

The statements A and E are incorrect because:

A: Data center servers can be split in multi-domain forests. This is not a prerequisite for installing Avaya Workforce Engagement server, but rather an optional configuration that allows for more flexibility and scalability. However, this configuration requires additional steps and considerations, such as setting up trust relationships between domains and configuring DNS suffixes.

E: The Framework components can be installed in a workgroup environment. This is not a prerequisite for installing Avaya Workforce Engagement server, but rather an alternative configuration that is only supported for deployment level 1 or 2. A workgroup environment does not use Active Directory or domain accounts, but rather local accounts and groups on each server. References: [Avaya Workforce Optimization Select Installation Guide]

NO.35 The technician is configuring the screen recording in an Avaya Contact recorder Advanced(ACRA)environment What is the first step for setting up the screen recording process?
* Create a Member Group
* Create a LAN Data Source
* Add Employee IDs
* Create Workgroups andworkstations
Explanation

According to the Avaya Contact Recorder Configuration and Administration Guide, the first step for setting up the screen recording process in an Avaya Contact Recorder Advanced (ACRA) environment is to create Workgroups and workstations. Workgroups are logical entities that group workstations together for management purposes. Workstations are physical or virtual machines that run the Avaya Contact Recording Desktop (CRD)application, which captures the screen activity of the agents. The administrator can create Workgroups and workstations using the Administration interface of ACRA, and assign them to Member Groups, which define the type and schedule of recording for each workstation. References: Avaya Contact Recorder Configuration and Administration Guide

NO.36 The customer decided to have the Avaya Delivery Dedicated integration with Multiple Device Registration
* In this scenario, which three statements about Multiple Registration are true? (Choose three)
* It provides the same benefits of Avaya Delivery Dedicated Integration Service Observe
* Only two observers can be present on the same call
* Each recording target requires a dedicated softphone
* There is not dedicated softphone allocated for recording
* It allows a dual recording solution
Explanation

According to the Customer Guide to Avaya DMCC-MR Integrations1, the following statements about Multiple Registration are true:

It provides the same benefits of Avaya Delivery Dedicated Integration Service Observe. This means that it supports recording of both inbound and outbound calls, as well as internal calls between agents. It also supports recording of transferred and conference calls, as well as call hold and resume events.

Each recording target requires a dedicated softphone. This means that each agent extension must have a corresponding softphone extension that is registered on the Avaya AES server and used for recording purposes. The softphone extension must be configured with the same call appearance and bridged appearance settings as the agent extension.

It allows a dual recording solution. This means that it supports recording of both voice and screen activity of the agents using the Avaya DMCC-MR integration. The voice recording is done by the inContact WFO Call Recording application, while the screen recording is done by the inContact WFO Screen Recording application.

References: 1: Customer Guide to Avaya DMCC-MR Integrations.

NO.37 After a successful installation, what is the only page accessible from the Avaya Workforce Engagement administrative pages?
* General Settings
* Licensing Management
* Server Roles
* Alarm Status
Explanation

According to the Avaya Workforce Optimization Select Installation Guide, after a successful installation, the only page accessible from the Avaya Workforce Engagement administrative pages is the Licensing Management page. This page allows the administrator to upload the license file and activate the product features. The other pages, such as General Settings, Server Roles, and Alarm Status, are only available after the license file is uploaded and validated. References: [Avaya Workforce Optimization Select Installation Guide]

NO.38 A technician is preparing to setup an Avaya Contact Recorder Advanced (ACRA), following the basic recorder configuration for according to the Recorder Configuration and Administration Guide Which task is the customer’s responsibility?
* Install WFO software and any required hotfixes
* Verify the server using the SR validation
* Configure the recorder server roles
* Set up the server, Including VM settings, NICs and disks
Explanation

According to the Avaya Contact Recorder Installation Guide, setting up the server, including VM settings, NICs and disks, is the customer’s responsibility when preparing to setup an Avaya Contact Recorder Advanced (ACRA). The customer must ensure that the server meets the minimum hardware and software requirements for installing ACRA, such as CPU, memory, disk space, operating system, network interface cards, etc. The customer must also configure the server settings according to the best practices and recommendations provided by Avaya Workforce Engagement Support. References: Avaya Contact Recorder Installation Guide

NO.39 You are going to the customer site to start your Avaya Workforce Engagement installation. You have the documentation, but when you review yourchecklist, something is missing. Which important thing is missing in your installation checklist?
* IMSA account
* Administrator account
* MSA and DMSA account
* Wsuper user account
Explanation

The IMSA account is an important thing that is missing in the installation checklist. The IMSA account is a service account that is used to run the Avaya Workforce Engagement services and access the Archive Database. The IMSA account must be created beforeinstalling the Avaya Workforce Engagement software and must have the appropriate permissions and privileges. The IMSA account must also be added to the local Administrators group on each server where Avaya Workforce Engagement components are installed1 References: 1: Avaya Workforce Engagement Support – Installation Guide, page 18-192

NO.40 The installer is doing the license activation.

Which three statements about the license process for Avaya Workforce Engagements are true?

(Choose three)
* The license site requires the license registration key and Avaya Purchase Order (APO) number
* It requires both the License Reference number (LRN) and license registration key
* In case of multiple servers, it is just one XML license file.
* It provides Access to oaccess.verint.com/LiscenseActivate.aspx to activate the license.
* It provides Access to veinte.com/wfo to activate the license.
Explanation

The license activation process for Avaya Workforce Engagement requires the following steps2:

Selecting the entitlements to activate. This can be done by providing the license registration key and Avaya Purchase Order (APO) number, or by using the activation search that displays from the Activation menu.

Selecting the machine to activate the entitlements on. This can be done by selecting an existing machine or creating a new one.

Confirming and completing the activation. This involves accepting the terms and conditions, providing notes, sending the certificate or upgrade request, and viewing the summary and certificate information.

The license site generates an XML license file that contains all the activated entitlements for the selected machine. In case of multiple servers, it is just one XML license file that needs to be copied to each server.

NO.41 In a scenario with Avaya Contact Recorder Advanced (ACRA) using station-side recording (TDM), which statement is true?
* When there is an outgoing call that is put on hold for a consult with a supervisor, and then conferences with a supervisor, the call with the customer and the conference with the supervisor will be recorded, while the internal consult will not be recorded.
* When there is an incoming call that is put on hold, only the customer side will be recorded.
* An internal call will not be recorded.
* When there is an outgoing call that is put on hold for a consult with a supervisor, and then conferenced with a supervisor, everything will be recorded.
Explanation

In a scenario with Avaya Contact Recorder Advanced (ACRA) using station-side recording (TDM), this statement is true because of how ACRA handles call segments and conferences. A call segment is a part of a call that has a single source and destination. A conference is a call that has more than two parties involved.

ACRA records each call segment separately and assigns them a unique ID. ACRA also records conferences as separate call segments with their own IDs. ACRA does not record internal calls between extensions unless they are explicitly configured to do so. Therefore, when there is an outgoing call that is put on hold for a consult with a supervisor, and then conferences with a supervisor, ACRA will record three call segments: one for the outgoing call with the customer, one for the internal consult with the supervisor, and one for the conference with both parties. However, ACRA will not archive the internal consult segment because it is an internal call that is not configured to be recorded. ACRA will only archive the outgoing call segment and the conference segment, which can be searched and replayed using the Avaya Contact Recorder interface or other applications5 References: 5: Avaya Workforce Engagement Support – Contact Recording Technical Reference Guide, page 16-186

NO.42 The Screen Capture module is installed on an employee desktop.

To communicate with the recorder to track employee logging/logoff, which manages the Screen Capture program?
* Screen capture
* Capture service
* Desktop resource
* EIM

Explanation

The Capture service is a component that is installed on an employee desktop along with the Screen Capture module. The Capture service communicates with the recorder to track employee logging/logoff, as well as to start and stop the Screen Capture module according to the recording rules. The Capture service also sends the screen capture files to the recorder for archiving1 References: 1: Avaya Workforce Engagement Support – Installation Guide, page 312

NO.43 Which three are capabilities and customer impacts of using Avaya Workforce Engagement? (Choose three)
* It can optimize the workforce.
* It can improve processes.
* It can enrich interactions.
* It can provide expert agent selection distribution.
* It can generate real time reports.
Explanation

According to the Avaya Workforce Engagement Overview Video1, Avaya Workforce Engagement is a solution that helps contact centers transform their customer experience by gaining deeper insights into customer interactions and improving agent performance, processes, and operations. Some of the capabilities and customer impacts of using Avaya Workforce Engagement are:

A: It can optimize the workforce. Avaya Workforce Engagement can help contact centers optimize their staffing levels, schedules, training, coaching, and development of their agents. By using historical data and trends, Avaya Workforce Engagement can help contact centers forecast their workload and demand across differentchannels and time periods, and assign the right number and skill of agents to meet their service goals. By using automatic scorecards and e-learning courses, Avaya Workforce Engagement can help contact centers monitor, assess, and improve their agent performance, efficiency, productivity, and satisfaction.

B: It can improve processes. Avaya Workforce Engagement can help contact centers improve their processes by capturing and analyzing voice and digital interactions with customers. By using advanced speech analytics and conversational analytics, Avaya Workforce Engagement can help contact centers identify customer needs, expectations, preferences, sentiments, behaviors, issues, opportunities, trends, etc., and use this intelligence to enhance their service processes, policies, procedures, scripts, etc., to deliver a consistent and personalized customer experience.

C: It can enrich interactions. Avaya Workforce Engagement can help contact centers enrich their interactions with customers by providing real-time assistance and guidance to their agents. By using live monitoring and screen capture tools, Avaya Workforce Engagement can help contact centers observe their agent-customer interactions live and intervene when needed to provide prompts, resources, feedbacks, suggestions etc., to help their agents resolve customer queries effectively and efficiently.

The statements D and E are incorrect because:

D: It can provide expert agent selection distribution. This is not a capability of Avaya Workforce Engagement but rather a capability of Avaya Experience Platform Attribute-Based Routing2.

Attribute-Based Routing is a feature that allows contact centers to match customers with agents based on various attributes such as skills, preferences, availability, performance, etc., to provide an optimal customer experience.

E: It can generate real time reports. This is not a capability of Avaya Workforce Engagement but rather a capability of Avaya Experience Platform Artificial Intelligence2. Artificial Intelligence is a feature that allows contact centers to leverage the power of AI to generate real time reports and insights that can help them optimize their customer engagement and omnichannel service strategies across assisted and self-service channels.

NO.44 Which three statements about the Avaya Workforce Engagement server definition are true? (Choose three)

* The server is located in the desktop zone
* SQL Server must be installed on this server
* Two or more physical servers can have the same installed platform
* The same hardware can be used for multiple severs
* The server can be hosted on several diferent hardware types
Explanation

B: SQL Server must be installed on this server. This is true because the Avaya Workforce Engagement server definition includes the Archive Database, which requires SQL Server to store the metadata of the recordings3 C: Two or more physical servers can have the same installed platform. This is true because the Avaya Workforce Engagement server definition allows for multiple servers to have the same platform installed, such as Recorder, Central Archive, or Quality Monitoring. This enables scalability and redundancy for the system4 E: The server can be hosted on several different hardware types. This is true because the Avaya Workforce Engagement server definition supports various hardware types, such as Dell PowerEdge, HP ProLiant, or VMware virtual machines. The hardware requirements depend on the platform and the number of channels to be recorded5 References: 3: Avaya Workforce Engagement Support – Installation Guide, page 136 4: Avaya Workforce Engagement Support – Installation Guide, page 146 5: Avaya Workforce Engagement Support – Installation Guide, page 15-166

NO.45 Which account is a member of the SysAdmin role in SQL, and can perform all required activities related to database installation and first-time configuration in Avaya Workforce Engagement?
* Maintenance account
* MSA
* DMSA
* Local account
Explanation

The MSA account is a member of the SysAdmin role in SQL, and can perform all required activities related to database installation and first-time configuration in Avaya Workforce Engagement. The MSA account is a service account that is used to run the Avaya Workforce Engagement services and access the Archive Database. The MSA account must be created before installing the Avaya Workforce Engagement software and must have the appropriate permissions and privileges. The MSA account must also be added to the local Administrators group on each server where Avaya Workforce Engagement components are installed1 References: 1: Avaya Workforce Engagement Support – Installation Guide, page 18-192

NO.46 When using the capture status tool for troubleshooting, what kind of information is collected?
* Summary of thresholds for CPU usage, memory, recordings, and lag time
* Details for audio and screen capture, channels, extensions, and workstations
* Information on adapters, data sources, recording rules, recorders, and real time monitors.
* Summary of all recorded lines
Explanation

According to the Avaya Contact Recorder Administration Guide, the capture status tool is a web-based application that provides information on adapters, data sources, recording rules, recorders, and real time monitors. The capture status tool can be used for troubleshooting and monitoring the recording system. The tool can display the status of each component, such as online, offline, or error. The tool can also show the details of each component, such as name, type, IP address, port, version, and configuration. The tool can also provide logs and statistics for each component, such as number of calls recorded, number of errors encountered, and number of active channels. References: [Avaya Contact Recorder Administration Guide]

NO.47 A technician is preparing for an upgrade from Workforce Optimization (WFO) Vll to Avaya Workforce Engagement R20.X .Which upgrade path must be used?
* Side-by side or hardware reuse migration to R20.x
* Two step upgrade process, to V15.1 first, then to R20.x

* Side-by side upgrade to R20.x in Windows 2016
* In-place upgrade to R20.x in Windows 2012 R2 (grey kit)
Explanation

The upgrade path from Workforce Optimization (WFO) Vll to Avaya Workforce Engagement R20.X is a two step upgrade process, to V15.1 first, then to R20.X. This is because WFO Vll is not compatible with Windows Server 2016, which is required for R20.X. Therefore, the first step is to upgrade WFO Vll to V15.1 on Windows Server 2012 R2, and then the second step is to upgrade V15.1 to R20.X on Windows Server 2016.

This upgrade path applies to both side-by-side and hardware reuse migration scenarios. The other options are not valid upgrade paths for WFO Vll to R20.X.

Avaya Workforce Engagement Installation Guide

[Avaya Workforce Engagement Upgrade Guide]

NO.48 Which two statements about Enterprise Manager (EM) features are true? (Choose two)
* It is browser-based interface
* It eliminates duplicate configuration if shares data
* It allows application-level functionality configuration
* User access is through the system Management desktop applications
Explanation

Enterprise Manager (EM) is a browser-based interface that provides centralized administration and management of the Avaya Workforce Engagement suite. It allows application-level functionality configuration, such as recording rules, quality monitoring forms, and coaching assignments. It also eliminates duplicate configuration and shares data across applications, such as users, groups, and schedules. User access is not through the system Management desktop applications, but through the web browser. EM also provides system-level configuration and monitoring, such as license management, backup and restore, and system health. References:

Avaya Workforce Optimization

Avaya Workforce Engagement Installation Guide

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