

Avaya 60470T

Avaya AXP (On-Prem +Connect) Supervisor

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• Product Version

Latest Version: 6.0

Question: 1

In what scenario is Call Barging most appropriately used?
Response:

- A. When an agent is meeting their performance targets
- B. During routine call monitoring
- C. When an agent requests help with a difficult customer
- D. For all customer interactions

Answer: C

Question: 2

What functionality does 'Call Barging' provide in Avaya Workspaces?
Response:

- A. It allows supervisors to listen in on live calls without the agent's knowledge.
- B. It permits supervisors to join a live call to assist both the agent and the customer.
- C. It enables automatic call distribution based on agent availability.
- D. It records calls for compliance purposes.

Answer: B

Question: 3

In what scenario is the Call Recording feature most critical in Avaya Workspaces?
Response:

- A. For documenting transactional calls for compliance
- B. For monitoring daily check-in calls
- C. For recording internal team meetings
- D. For capturing casual conversations

Answer: A

Question: 4

Which features should be considered when customizing Real-Time reports for a new marketing campaign?

(Select two)

Response:

- A. Ability to track new customer interactions
- B. Integration with external marketing tools
- C. Real-time updates on campaign impact
- D. Historical data comparison

Answer: A,C

Question: 5

What are the benefits of using the Call Recording feature in Avaya Workspaces from a supervisory perspective?

(Select two)

Response:

- A. Compliance with legal requirements
- B. Training and quality assurance
- C. Automated call transcription
- D. Real-time sentiment analysis

Answer: A,B

Question: 6

Which tools within Avaya Workspaces are used to customize Historical Reports?

(Select two)

Response:

- A. Report Designer
- B. Dashboard Widgets
- C. Data Export Tools
- D. Template Editor

Answer: A,D

Question: 7

Which customization option in Real-Time reports is most useful for a supervisor managing multiple teams?

Response:

- A. Color-coded data points
- B. Filters to view specific agent groups
- C. Graphs showing time-specific data
- D. Export options to spreadsheets

Answer: B

Question: 8

How can a supervisor use customization in Real-Time reports to handle sudden increases in call volume?

Response:

- A. By setting alerts for when call volume exceeds a threshold
- B. By modifying the report to show only off-peak hours
- C. By changing the report layout to include fewer details
- D. By adjusting the frequency of report updates

Answer: A

Question: 9

How can a supervisor use Avaya Workspaces to handle a high-priority call?

Response:

- A. Transfer to a specialized agent
- B. Pause other non-priority calls
- C. Automatically end the call
- D. Record the call for future training

Answer: A

Question: 10

What tools are available for supervisors to interact with agents directly from the monitoring screen in Avaya Workspaces?

(Select two)

Response:

- A. Video call
- B. Instant messaging
- C. Email
- D. Voice call

Answer: B,D

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