

Avaya 33160X

Avaya Workforce Engagement Support

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• Product Version

Latest Version: 6.0

Question: 1

How does the Avaya Workforce Engagement System enhance workforce productivity?

Response:

- A. By providing real-time call analytics
- B. By integrating with CRM systems for better customer insights
- C. By offering tools for performance evaluation and coaching
- D. By automating call routing and distribution

Answer: C

Question: 2

When a user cannot access the Avaya Workforce Engagement portal, which troubleshooting step should be taken first?

Response:

- A. Reset the user's password
- B. Reboot the server
- C. Check network connectivity
- D. Reinstall the software

Answer: C

Question: 3

During a system migration, what is the most critical data to transfer to ensure continuity?

Response:

- A. User profiles
- B. System logs
- C. Recorded calls
- D. Configuration settings

Answer: D

Question: 4

Why is it important to verify codec compatibility when troubleshooting recording issues in Avaya Contact Recorder Advanced?

Response:

- A. To ensure proper audio encoding and decoding
- B. To increase call recording capacity
- C. To minimize system load
- D. To extend data retention periods

Answer: A

Question: 5

Which tools are most effective for monitoring and troubleshooting real-time performance in Avaya Workforce Engagement?

Response:

- A. Performance monitoring tools, real-time analytics, system logs
- B. Storage management tools, user access reports, backup logs
- C. Network diagnostic tools, firewall settings, encryption logs
- D. Call duration logs, user activity reports, retention period settings

Answer: A

Question: 6

How does Avaya Workforce Engagement System utilize recorded calls for performance improvement?

Response:

- A. By analyzing call durations
- B. By providing detailed call analytics for training and coaching
- C. By routing calls to the most experienced agents
- D. By storing calls in a cloud-based system

Answer: B

Question: 7

During the installation of Avaya Workforce Engagement Framework, what security measure should be implemented to protect data?

(Choose Two)

Response:

- A. Use of strong passwords
- B. Disabling firewalls
- C. Configuring SSL certificates
- D. Enabling guest access

Answer: A,C

Question: 8

What are the key steps involved in integrating Avaya Workforce Engagement Framework with existing telephony systems?

(Choose Three)

Response:

- A. Configuring the telephony settings
- B. Updating firmware on all devices
- C. Installing necessary drivers
- D. Setting up call recording parameters
- E. Ensuring network connectivity

Answer: A,D,E

Question: 9

What is a critical consideration when selecting the server hardware for Avaya Workforce Engagement Framework?

(Choose Two)

Response:

- A. Processor speed
- B. Brand of the server
- C. Compatibility with other Avaya products
- D. Warranty period

Answer: A,C

Question: 10

When should an administrator perform a system health check in Avaya Workforce Engagement?
Response:

- A. Monthly
- B. Weekly
- C. Daily
- D. Quarterly

Answer: C

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