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Avaya CallPilot Implementation Exam

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QUESTION 1

A field mutineer working on an Avaya CallPilot system at a customer site needs to uninstall Performs Enhancement Packages (PEPs) on the Avaya CallPilot server. How would the field engineer view all installed PEPs and remove a specific PEP?

A. Through theDMIViewer, select Show Suites, select Read, and click on Remove.

B. Through the DMI Viewer, click on Show Suites, select the PEP and click on Uninstall.

C. Through the DMI Viewer, click on show PEPs, select the PEPand click on Remove.

D. UnderAdd/Remove Programs, click on view PEPs, select the PEP, and click on Uninstall.

Correct Answer: C

QUESTION 2

An administrator cannot login to Avaya CallPilot Manager from the login web page. A technician has confirmed that the administrator is entering their correct mailbox number and password and that their mailbox is not disabled. What should be checked?

A. that the user\\'s PC is running Internet Information Server (IIS)

B. that the Server Held contains the correct server name for the Avaya CallPilot system

C. that theLocation field contains the correct server name for the Avaya CallPilot system

D. that the Secure Sockets Layer (SSL) option is turned on because passwords can only be passedover SSL

Correct Answer: D

QUESTION 3

During the installation of an Avaya CallPilot server that is equipped with RAID, the following message is received: "Adaptor 1 Logical Drive 1 is DEGRADLD" Which two reasons would cause the event to occur? (Choose two.)

A. Only a portion of the driveis used.

B. The drive was manuallytakenoff line.

C. The drive has failed.

D. Thedrive is no longer using smarttechnology.

Correct Answer: BC

QUESTION 4

Which two additional software packages are installed during the Avaya CallPilot Reporter installation?

A. Adobo Acrobat

B. Crystal Repots

C. Application Builder

D. a Sybase database

Correct Answer: BD

QUESTION 5

Which sequence correctly shows a typical call flow into the Avaya CallPilot voicemail system?

A. SDN Table, Voicemailbox,Extension Dialed, CDN

B. CDN, Voicemailbox,Extension Dialed, SDN Table

C. Extension Dialed, CDN, SDN Table, Voicemail box

D. Voicemail box,Extension Dialed, SDNTable, CDN

E. Extension Dialed, SDNTable, CDN, Voicemail box

Correct Answer: C

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