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Avaya CallPilot Implementation Exam

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QUESTION 1

The Avaya CallPilot 600r servers are standalone systems that interface with the Meridian 1 and Communication Server 1000 PBX switches for multimedia connectivity. Which hardware component is used to complete the physical connection from the MPB96E card in the server and the MGate card installed in the switch?

- A. CT Bus cable
- B. Serial modem
- C. CAT5 Ethernet cable
- D. NTRH2014 triple DS30X cable

Correct Answer: D

QUESTION 2

A customer site has a Communication Server (CS) 1000 system and a newly installed Avaya CallPilot RIs. 5.0 on a 600r server. A technician is tasked with installing the Avaya CallPilot Reporter application. Avaya CallPilot Reporter is installed as an option when which Avaya CallPilot web application is installed?

- A. My CallPilot
- B. Avaya CallPilot Manager
- C. Avaya CallPilot Application Builder
- D. Avaya CallPilot UnifiedMessaging

Correct Answer: B

QUESTION 3

An Avaya CallPilot has been ordered with 36 voice channels, eight fax channels and eight automatic speech recognition channels. How many virtual agents will need to be provisioned to support this system?

- A. 84 virtual agents
- B. 52 virtual agents
- C. 68 virtual agents
- D. 96 virtual agents

Correct Answer: B

QUESTION 4

A company has decided to install an Avaya CallPilot 1005 server at their new office location to deliver multimedia messaging functionality to their employees. They will be using Fax and Desktop Messaging applications. A technician has been tasked with installing the new Avaya CallPilot server. Which operating system should be running on the Avaya CallPilot RIs. 5.0 server?

- A. RedHatLinux V4.0
- B. MicrosoftWindows Vista
- C. MicrosoftWindows Server2003
- D. Microsoft Windows NT

Correct Answer: C

QUESTION 5

Avaya CallPilot users are reporting problems with desktop messaging. In an effort to discover the problem, the system administrator disabled the Internet Message Access Protocol (IMAP) service. Which statement describes the impact to desktop messaging?

- A. It stops Email by Phone from functioning.
- B. It prevents users from logging into their Avaya CallPilot mailboxesfromtheir desktop messagingclient.
- C. It is required sothat IP addressing can be used in place of Fully Qualified Domain Name (FQDN).
- D. It allows users to accessathird-partyLightweight Directory Access Protocol (LDAP) address book.

Correct Answer: A

QUESTION 6

When configuring the switch to support Avaya CallPilot services, which programming can be performed to provide for uninterrupted call processing in case the link or Avaya CallPilot is disabled?

- A. At the NCFW prompt, forward the primary Control DN (CDN) to the attendant.
- B. At the Night Call Forward (NCFW) prompt, forward the primary Control DN (CDN) to a secondary CDN.
- C. At theLocal DFDN prompt, direct all the Avaya CallPilot associated CDNs to a Default ACDDN, typicallyan attendant.
- D. At the Local Default Automatic Call Distribution directory number (DFDN) prompt, direct all CDNs to an appropriate phantom directory number depending on media type required.

Correct Answer: C

QUESTION 7

When installing an Avaya CallPilot RIs. 5.0 system using a 600r server and a Communication Server (CS) 1000 system, the customer has decided not to leave the Tandberg SLR 75 external tape drive connected to the SCSI connector on

the rear panel of the server. Which action must be taken to ensure successful installation and operation of the Avaya CallPilot server in this configuration?

- A. Ensure that the SCSI tape drive terminator is connected to the back of the SCSI tape drive.
- B. Ensure that the SCSI ID push button switch, located on the back of the tape drive, is set to 6.
- C. Ensure that the Very High Density Connection Interface (VHDCI) Ultra320 SCSI terminator is attached to the SCSI port on the rear panel of the server.
- D. Ensure that the power connection for the Tandberg SLR 75 external tape drive is connected to the single point ground point as the Avaya CallPilot server and the CS 1000 system.

Correct Answer: B

QUESTION 8

The customer has multiple Avaya CallPilot servers at several locations. A technician wants to provide drop down list of Avaya CallPilot servers from which to choose when logging into My CallPilot. Where is this list configured?

- A. Mailbox Class
- B. Application Builder
- C. Configuration Wizard
- D. My CallPilot Administration Utility

Correct Answer: D

QUESTION 9

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 the Location 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 passed over SSL

Correct Answer: D

QUESTION 10

The Avaya CallPilot server comes pre-loaded with Windows Server 2003 and Avaya CallPilot Manager. A technician has installed a new Avaya CallPilot RIs. 5.0 system and has logged on to the server for the first time to begin server configuration.

Which wizard rechecks for platform and software validity, and then, if performing an upgrade or platform migration, upgrades and restores the existing data?

- A. Setup Wizard
- B. Upgrade Wizard
- C. Configuration Wizard
- D. WindowsServer2003 Wizard

Correct Answer: A

QUESTION 11

A customer who uses Microsoft Outlook as their Email application is installing Avaya CallPilot RIs.

5.0 Desktop Messaging.

Which message delivery options, provided by the "Deliver-to" feature, controls where new Avaya CallPilot messages are viewed in the Microsoft Outlook user interface?

- A. the defaultEmail Inbox orthe Sent items folder
- B. the default Email Inbox or a separate Avaya CallPilotInbox
- C. the default Draft items folder or a personal folder created by the user
- D. the Outlook Voice Messages Inbox or a separate Avaya CallPilotInbox

Correct Answer: B

QUESTION 12

When installing Avaya CallPilot Reporter, what is a valid installation option?

- A. Client PC
- B. Avaya CallPilot server
- C. Administrator PC
- D. Customer provided Web server

Correct Answer: D

QUESTION 13

A company is running Communication Server 1000E RIs. 6.0 software with a 1005r Avaya CallPilot installed at that headquarters in London. The Avaya CallPilot installation has been completed and the CS1000E has been correctly configured.

Which command and overlay is used to confirm that the AML link between the Avaya CallPilot and the CS1000E is fully operational?

- A. LD 11- STATLoop Shelf Card of the MGATECard
- B. LD48 - STATELAN
- C. LD 117 - STAT ELNK
- D. ID 22-STAT AML

Correct Answer: B

QUESTION 14

A company is running Communication Server 1000E RIs. 6.0 software with a 1005r Avaya CallPilot server installed at their headquarters in London. The Avaya CallPilot installation has been completed and the CS1000E has been correctly configured.

```

TYPE   CDN
CUST   C
CDN    3300
FRRT
SRRT
FROA   NO
UUI    NO
MUR T
CDSQ   NO
DFDN   3501
NAME   NO
CMB    NO
CEIL   2347
OVFL   NO
TDNS   NO
RPRT   YES
AACQ   YES
ASID   17
SFNB   15 17 18 19 21 22 23
USFB
CALD   C 1 2 3 4 5 6 7 8 9 10 11 12
CNTL   YES
VSID
HSID
CWTH   1
BYTH   0
OVTH   2047
STIO
TSFT   20
    
```

What will happen to a call if it is placed to CDN 3300?

- A. The call will be routed to Avaya CallPilot for treatment.
- B. The call will follow the default DN as configured on the CDN.
- C. The caller will receive busy or overflow
- D. The caller will be redirected to the attendant/switchboard.

Correct Answer: A

QUESTION 15

A technician is installing a 600r, and notices that the server boots to the Windows screen then starts booting again. It is stuck in a boot. What is the first step that should be taken?

- A. Re-image the server.
- B. Open a case requesting a replacement server.
- C. Replace the hard drive.
- D. Verify the SCSI terminator or tape drive is properly connected to the server.

Correct Answer: B

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