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練習問題

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1年間無料アップデート

Exam : **3303**

Title : Avaya Proactive Contact Implementation and Maintenance Exam

Version : Demo

1.In Avaya Proactive Contact 5.0, which application can be used to enable/disable the Agent Job list feature?
A. Agent Application
B. Command User Interface (System Telnet)
C. Analyst
D. Editor
Answer: B

2.Which hardware component is required for a hard dialer Proactive Contact 5.X.?
A. Avaya Application Enablement Services (AES) 3.1 or later
B. Avaya Enhanced Network Bus Controller (ENBC)
C. Avaya Communication Manager (CM) 3.1 or later
D. TN-744-based Call Classifier Cards version "e" or later
Answer: B

3.A system supervisor uses Editor to create a new completion code for use in a Job that will run later in the day. The job seems to start up without any problem, but when the supervisor looks at Monitor's Job Completion Code view, no agents are releasing calls using the new code.
Which two Issues would contribute to this problem? (Choose two.)
A. The agents did not get the email describing the new completion code and the conditions for Itsuse.
B. The completion code changes are in the pending state and won't be available to agents until after the next dialing application restart.
C. The Proactive Contact Agent application has not been updated to use the new completion code.
D. Monitor is not working properly. There should be at least a few calls with the new completion code.
E. The system supervisor forgot to add the new completion code to the agent keys file associated with the job.
Answer: B,E

4.Which three should you verify if a network connection error is suspected between the Avaya Proactive Contact 5.X server and the PG230RM? (Choose three.)
A. Run lanscan and landiag and look for collisions and other errors on the internal network (lan0).
B. Verify the name (switch1) and IP address for the PG230RM matches between the /etc/hosts onthe AvayaProactiveContact server and in the Network Configuration page on the PG230RM (under the Current Internet Address).
C. Verify that SWITCHTYPE is set to DIGITAL in /opt/avaya/pds/etc/master.cfg on the Avaya Proactive Contact server.
D. Verify you have an active flashing LED light on the front of the ENBC card indicating LAN activity.
E. Verify that there are four swif_dg processes running on the Avaya Proactive Contact server.
Answer: A,B,E

5.A system operator reports that agents are randomly being disconnected from Proactive Contact Agent. You have reviewed the available data and it is inconclusive. Since the problem is intermittent, you need to set up the dialer so that it will gather the data you need in the future.
Assuming that the current date is February 19, 2011, which command would you enter in the hopes of

recording the next occurrence?
A. tail-facc*0219
B. check_errors 20110219
C. logadm -p opmon |7
D. logcat -p agent
Answer: C

6.A system supervisor calls support to report that when Job Agent view in Monitor is used, agents that are on break cannot be seen.
What is the reason for this happening?
A. An agent who is on break is not really on a job. The supervisor should see that the agent is still on the system by looking at a Dialer Agent view Instead.
B. The agents are exiting out of the Proactive Contact Agent (PC Agent) application rather than using the "Go On Break" option in the PC Agent menu.
C. Display of agents who have used the "Go On Break" function of PC Agent application is not supported in Monitor.
D. Monitor may not be configured to display agents who are on break.
E. An agent who has used the "Go On Break" function Is shown as "Off Job" in Monitor.
Answer: D

7.A Job is running on Avaya Proactive Contact 5.0 and the system operator notices that not enough records are selected. The operator wants to change selection criteria to select more records and re-run the call selection without stopping the job.
How can this be achieved?
A. Change the parameters and re-run the selection from Monitor.
B. Change the parameters and re-run the selection from Editor.
C. Change the parameters and re-run the selection from Command User Interface (CUI).
D. Change the parameters and re-run the selection from Analyst.
Answer: A

8.To configure the opt-out feature for a virtual job, you need to select the check-box against "Should 'opt outs' be enabled". This enables other configuration parameters for this feature.
Which three configuration parameters are correct? (Choose three.)
A. Opt-out Digit: 5
B. When an opt-out happens, transfer to .. : Transfer to a VDN
C. Message to be played when opt-out fails : 1
D. When opt-out happens, transfer to : Transfer to an outbound job
E. Opt out Digit: #
Answer: A,B,C

9.What should the crontab of a secondary dialer have?
A. pds_maintenance
B. pds_maintenance and db_rnaintenance
C. pds_maintenance and mts_maintenance

D. pds_maintenance, mts_maintenance and db_mainlenance
Answer: B

10.On the Avaya Proactive Contact Analyst application, which section shows you Non-Contact and Error summary reports?
A. Agent
B. Job
C. Administrative
D. Agent Monthly
Answer: B

11.A system operator needs to see failed login attempts on the Avaya Proactive Contact 5.X dialer. Which login type must be used to see these failed attempts?
A. sysadm
B. system
C. auditor
D. reporter
Answer: C

12.A business has a three dialer pod (one primary and two secondary) and ten supervisor workstations. How many Java processes should be running while checking mid-tier services (check_mts)?
A. 3
B. 4
C. 10
D. 13
E. 14
Answer: A

13.A system operator opens a Job Status view in the Avaya Proactive Contact Monitor and notices that the status for job EXP100 is shown as Active, but the character-based Job Monitor no longer shows the job as running. The system operator calls support and asks for an explanation.
Which three actions would you perform to begin troubleshooting the problem? (Choose three.)
A. Log on to the dialer and run check_db and check_mts.
B. Instruct the supervisor on how to generate debugging data in the cd.log file and ask the supervisor to send you the output for analysis.
C. Tell the supervisor how to locate her personal directory and how to delete all the .cmv files foundthere.
D. Log on to the dialer and run sqlplus, and then enter the following query: SQL> select * from mo_last_status;
E. Log on to the dialer and run sqlplus, and then enter the following query: SQL> select * from dialerdef;
Answer: A,D,E

14.A system is logging errors on a porter process during every reboot/restart of Proactive Contact. Which two parameters, if mismatched, would cause this? (Choose two.)
A. PORTSinmaster, cfg

B. OPERATORS in master, cfg
C. MAXHIDSLOTS in master, cfg
D. H specified ports configuredindgswitch.cfg
E. N specified ports configured in dgswitch.cfg
Answer: A,E

15.What does db_mgr script do?
A. It stops and starts the database
B. It copies calling lists to *.old.
C. It rolls up the daily data into monthly statistics.
D. It removes all old and outdated files from the system.
E. It runs a backup of the database to DVD.
Answer: B