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Avaya
Avaya Voice Self-Service Design Elective

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QUESTION: 1
Which two methods can be used to get and put data between Avaya Interactive Response (IR) and Avaya Interaction Center (IC)? (Choose two.)

A. LAN Gateway
B. DLG Connector
C. VOX Connector provided with IC
D. IC Connector provided with Avaya Dialog Designer

Answer: C, D

QUESTION: 2
A thriving mail order business has a busy contact center that takes orders from existing and new customers. To process routine orders and reduce staffing costs, they have chosen to implement an Avaya Voice Self-Service solution. They want a sophisticated seamless solution for routing calls to agents. They want callers to be identified, serviced (provide routine information), and routed to an agent with minimal input from the caller. Which two speech elements would be required to implement this solution? (Choose two.)

A. Voice over IP (VoIP)
B. Text-to-Speech (TTS)
C. Speech Recognition (SR)
D. Speech Application Builder (SAB)

Answer: B, C

QUESTION: 3
Which two hardware components are required for Avaya Interactive Response (IR) using Voice over IP? (Choose two.)

A. NMS boards
B. Dialogic boards
C. Sun Sparc-based server
D. Communication Manager

Answer: C, D

QUESTION: 4
A healthcare company operates a mail order prescription business. Its contact center primarily takes orders from existing and new customers. Upper management has decided not to implement an Avaya Voice Self-Service solution, but use a competitor instead. The IT staff believes that once they implement the new system, it will not operate as

advertised. The IT staff asks you what they can do to ensure that their application development time is not wasted in the event that they ultimately decide to migrate to Avaya Voice Portal in the future. What is the most cost-effective advice you can give the IT staff?

A. Advise them to create their application using the competitor's proprietary tool set.
B. Advise them to create an application that exposes the weaknesses of the competitor platform.
C. Advise them to escalate the decision about the platform since it will be very difficult to convert later on.
D. Advise them to create their application in VoiceXML so that there will be portability to Avaya Voice Portal.

Answer: D

QUESTION: 5
Which two application servers are supported by Avaya Dialog Designer? (Choose two.)

A. Microsoft IIS
B. Apache Tomcat
C. IBM WebSphere
D. Oracle J2EE Web Server

Answer: B, C

QUESTION: 6
An Avaya Voice Self-Service customer has a limited service contract for IT andtelecommunications. They only have staff available from 9 a.m. to 5 p.m.; otherwise they areavailable using a pager. The contact center uses Avaya contact center and reporting solutions. The contact center has staff onsite 24 hours a day. They actively monitor their agent pool and have offered to monitor Voice Self-Service ports if they can have access to the data center tomonitor the system's health. There are significant security concerns with providing this type of access to non-technical staff. Which alternative would allow the contact center personnel some monitoring capabilities?

A. Place the self-service ports behind the Communication Manager; monitor the ports on the Call Management System (CMS) using real-time reports.
B. Place the self-service ports in front of the Communication Manager; monitor the ports on the Call Management System (CMS) using real-time reports.
C. Place the self-service ports behind the Communication Manager; turn on Redirect On No-Answer (RONA) to route calls to supervisory personnel when ports go out of service.
D. Place the self-service ports in front the Communication Manager; turn on Redirect On No-Answer (RONA) to route calls to supervisory personnel when ports go out of service.

Answer: A

QUESTION: 7
Which integration alternative provides optimal routing to an agent based on information gathered at any given point within a Voice Self-Service application?

A. Avaya Interaction Center
B. Avaya Proactive Contact
C. Avaya Operational Analyst
D. Avaya Interactive Intelligence

Answer: A

QUESTION: 8
A company has decided to enter the ISV business and create custom Voice Self-Service applications for Avaya platforms. They want to learn a single tool set and would like to be in this business for the foreseeable future. Which skill set should they develop to be compatible with current and future Voice Self-Service applications?

A. IVR Designer and VoiceXML
B. Dialog Designer and VoiceXML
C. Voice@Work and ScriptBuilder
D. IVR Designer and Transaction Assembly Script

Answer: B

QUESTION: 9
Which two hardware components are required for Avaya Voice Portal using Voice over IP? (Choose two.)

A. NMS boards
B. Dialogic boards
C. Intel/AMD server
D. Communication Manager

Answer: C, D

QUESTION: 10
A thriving mail order business has a busy contact center that takes orders from existing and new customers. This business has chosen to implement an Avaya Voice Self-Service

solution to process routine orders to reduce the staffing costs. What are three benefits that this company can expect to derive from implementing an Avaya Voice Self-Service solution? (Choose three.)

A. Agents can focus on complex customer issues.
B. Solution provides an effective 1-way voicemail solution.
C. Answers to common questions are available at any time.
D. Callers are connected directly to the agent of their choice.
E. Callers can be directed to routine information without agent assistance.

Answer: A, C, E

QUESTION: 11
Which three elements are required to run an Avaya Voice Portal solution with a speech application? (Choose three.)

A. Speech Server
B. Domain Controller
C. Media Processing Platform (MPP)
D. Voice Portal Management System (VPMS)
E. Lightweight Directory Access Protocol (LDAP)

Answer: A, C, D

QUESTION: 12
A customer currently has one contact center in Denver using Avaya Interactive Response (IR). They use TDM, Speech Recognition (ASR), and Text-to-Speech (TTS). In addition to these features, their applications are all written in TAS. They are very satisfied with the state of their current applications. They are opening a new facility in another location and want to have the same Voice Self-Service applications in this new location. They need the new location operational in four weeks. Cost is an issue. Since cost and expediency are primary concerns, what would you suggest to add Voice Self-Service capacity to the new location?

A. Add Avaya Voice Portal systems/ports in the new location.
B. Add Avaya Dialog Designer systems/ports in the new location.
C. Add Avaya Interactive Response systems/ports in the new location.
D. Add Avaya Interactive Response systems/ports to the primary location.

Answer: C

QUESTION: 13

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and many others.. See complete list Here