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Avaya CallPilot Implementation Exam

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QUESTION 1

A technician has completed the configuration and programming for an implementation of a new Avaya CallPilot system. When the Avaya CallPilot is rebooted, over which local Area Network (LAN) connection does the Communication Server 1000 communicate with the Avaya CallPilot voicemail system?

A. DSO

B. CLAN

C. ELAN

D. SLAN

E. TLAN

Correct Answer: C

QUESTION 2

A company has a fully installed Avaya CallPilot RIs. 5.0 system connected to a Communication Server 1000E (CS1000) RIs. 6.0. The system has been running for over a year without any problems. Now Avaya CallPilot is taking very long to answer calls. During the diagnostic testing the Avaya Call Pilot System Monitor shows some of the channels as remote off duty. Which three steps can be followed to diagnose the problem? (Choose three.)

A. LogintotheCS1000and disable the AMLlink.

B. Loginto the CS1000and check the status of the Avaya CallPilot agents.

C. Log into the CS1000 and check the status of the AMLlink.

D. Loginto the CS1000andcheckthestatus of the MGATECards.

E. Log into the AvayaCallPilot and disable the ELANconnection.

Correct Answer: BCD

QUESTION 3

A customer has a large sales force who wants to access their email accounts through either the My CallPilot Web page or the Email-by-Phone feature. What is the first stop for setting this up?

A. Configure the mailbox link from MyCallPilot.

B. Configureemail-by-phone from MyCallPilot.

C. Configureexternal email servers in AvayaCallPilotManager.

D. Enable SSLfrom Internet Mail Client in Avaya CallPilot Manager.

Correct Answer: C

QUESTION 4

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 5

Which software is required before installing Avaya CallPilot Manager on a Stand-alone Web server?

A. PC Anywhere

B. Sybase Database

C. Java Runtime Environment

D. InternetInformation Server (IIS)

Correct Answer: D

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