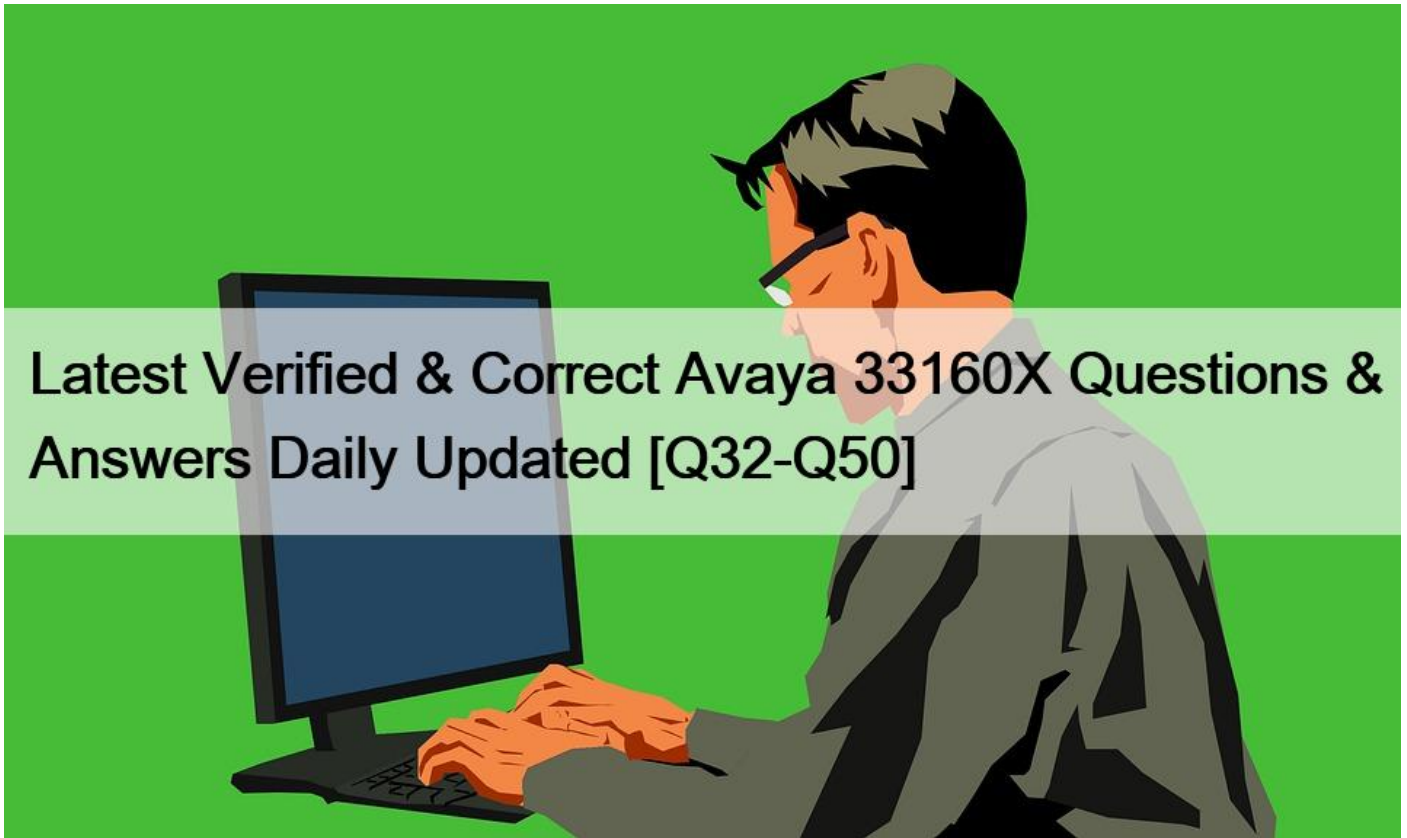


Latest Verified & Correct Avaya 33160X Questions & Answers Daily Updated [Q32-Q50]



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Avaya 33160X certification exam is designed to test the skills and knowledge of IT professionals who work with Avaya's Workforce Engagement Support solutions. Avaya Workforce Engagement Support Certified Exam certification exam is ideal for IT professionals who want to demonstrate their expertise in the field of workforce engagement and support. 33160X exam covers a range of topics including configuration, installation, troubleshooting, and maintenance of Avaya's Workforce Engagement solutions.

NO.32 Which monitoring tool is used to show a visual update on how the Recorder and its components are working in recorder manager?

- * Capture Status
- * Configuration Checker
- * Status SummaryThresholds
- * Recorder Status Summary

Explanation

The Recorder Status Summary is a monitoring tool in the Recorder Manager that shows a visual update on how the Recorder and its

components are working. It displays information such as:

The status of the Recorder service, Capture service, Disk Manager service, and Database service.

The number of active channels, active calls, and recorded calls.

The disk space usage and availability for each partition.

The CPU usage and memory usage for each service.

The network bandwidth usage for each channel.

The error logs and alerts for each component.

NO.33 Which log covers the Central Application Database server installation in Avaya Workforce Engagement?

- * logscentralContactSummary
- * logsCommonDBSummary
- * logscentralAppSummary
- * logscentralDWHSummary

Explanation

The logscentralAppSummary log covers the Central Application Database server installation in Avaya Workforce Engagement. The Central Application Database server is a server role that hosts the Central Application Database, which stores the configuration data and user information for Avaya Workforce Engagement. The logscentralAppSummary log contains information about the installation process, such as the start and end time, the installation status, the installed components, and any errors or warnings that occurred during the installation. The logscentralAppSummary log can be used to troubleshoot any issues or verify the installation results
References: 3: Avaya Workforce Engagement Support – Installation Guide, page

29-304

NO.34 In an Avaya Contact Recorder Advanced (ACRA) solution, what are the three VoIP delivery recording types?

(Choose three)

- * Station-Side (Interception)
- * DMCC
- * DMS
- * SIPREC
- * VoIP Gateway Recording

Explanation

Avaya Contact Recorder Advanced (ACRA) supports three types of VoIP delivery recording: DMCC, SIPREC, and VoIP Gateway Recording. DMCC stands for Device Media and Call Control, which is a method of recording VoIP calls by using the Avaya Aura Communication Manager API to establish a third-party call between the recorder and the agent or trunk. SIPREC stands for SIP Recording, which is a method of recording VoIP calls by using the SIP protocol to stream media from a Session Border Controller (SBC) or a Media Server to the recorder. VoIP Gateway Recording is a method of recording VoIP calls by using a network device such as a switch or a router to mirror the VoIP traffic to the recorder. References:

Avaya Workforce Engagement Contact Recording Installation Guide, page 131 Avaya Workforce Engagement Contact Recording User Guide, page 112

NO.35 To have voice recording with Avaya Contact Recorder Advanced (ACRA), which data source type does Avaya Workforce Engagement require?

- * CMS
- * Quality
- * Phone
- * Dialer

Explanation

To have voice recording with Avaya Contact Recorder Advanced (ACRA), Avaya Workforce Engagement requires a Phone data source type. A Phone data source type is used to import phone-related data from ACRA, such as agent IDs, extensions, call IDs, call durations, and call directions. This data is used to associate voice recordings with agents and calls in the Avaya Workforce Engagement system. References:

Avaya Workforce Engagement Integration Services User Guide, page 294

Avaya Workforce Engagement Integration Services User Guide, page 464

NO.36 Which account is a member of the SysAdmin role in SQL, and can perform all required activities related to database installation and first-time configuration in Avaya Workforce Engagement?

- * Maintenance account
- * MSA
- * DMSA
- * Local account

Explanation

The MSA account is a member of the SysAdmin role in SQL, and can perform all required activities related to database installation and first-time configuration in Avaya Workforce Engagement. The MSA account is a service account that is used to run the Avaya Workforce Engagement services and access the Archive Database. The MSA account must be created before installing the Avaya Workforce Engagement software and must have the appropriate permissions and privileges. The MSA account must also be added to the local Administrators group on each server where Avaya Workforce Engagement components are installed1 References: 1: Avaya Workforce Engagement Support – Installation Guide, page 18-192

NO.37 You are in the process of creating a new supervisor on the Framework server . you have created the user profile, but when you try to assign access rights, the “Edit Access Rights” button is greyed out. What is causing this problem?

- * You have not created a valid profile
- * You have not created the profile as a supervisor
- * You have not created the profile as a manager
- * You have not created the user name and password .

Explanation

According to the Avaya Workforce Optimization Select Administration Guide, one of the possible causes for the “Edit Access Rights” button being greyed out when creating a new user on the Framework server is that the user profile has not been created as a supervisor. Only supervisors can have access rights assigned to them, which determine what functions and features they can access in the Avaya Workforce Engagement system. To create a user profile as a supervisor, the administrator must select “Supervisor” from the Role drop-down list in the User Details tab of the User Profile screen. References: Avaya Workforce Optimization Select Administration Guide

NO.38 Which two are examples of server role? (Choose two)

- * Recorder Integration Service
- * Enterprise Manager

- * Framework Integration Service
- * Avaya Contact Recorder

Explanation

According to the Avaya Workforce Engagement Support Installation Guide, server roles are components that provide specific functions and services for Avaya Workforce Engagement Support. Some examples of server roles are Recorder Integration Service and Avaya Contact Recorder. Recorder Integration Service is a server role that enables the recorder to communicate with the switch and receive call signaling and metadata. Avaya Contact Recorder is a server role that provides the recording, search, playback, and storage of voice interactions. The other options, such as Enterprise Manager and Framework Integration Service, are not server roles, but applications that run on servers. References: Avaya Workforce Engagement Support Installation Guide, page 18.

NO.39 Happens when the framework installation fails?

- * All installation errors Will appear on the alarms page of Element Manager
- * The installer Will stop but does not quit from the tool. Failed components are tracked to the installer's log file.
- * The installer Will stop and quit from the tool. Once the issue is resolved, the installer Will restart from the beginning of the installation.
- * Errors Will appear in black text in the SR tool.

Explanation

According to the Avaya Workforce Engagement Support Installation Guide, if the framework installation fails, the installer will stop but does not quit from the tool. The failed components are tracked to the installer's log file, which is located in C:\Program Files\Avaya\Avaya Workforce Engagement Support\Logs. The installer will also display a message indicating which component failed and provide a link to the log file. The user can then review the log file, resolve the issue, and resume the installation from where it left off. References: Avaya Workforce Engagement Support Installation Guide, page 34.

NO.40 The Screen Capture module is installed on an employee desktop.

To communicate with the recorder to track employee logging/logoff, which manages the Screen Capture program?

- * Screen capture
- * Capture service
- * Desktop resource
- * EIM

Explanation

The Capture service is a component that is installed on an employee desktop along with the Screen Capture module. The Capture service communicates with the recorder to track employee logging/logoff, as well as to start and stop the Screen Capture module according to the recording rules. The Capture service also sends the screen capture files to the recorder for archiving. References: 1: Avaya Workforce Engagement Support – Installation Guide, page 312

NO.41 Which three are capabilities and customer impacts of using Avaya Workforce Engagement? (Choose three)

- * It can optimize the workforce.
- * It can improve processes.
- * It can enrich interactions.
- * It can provide expert agent selection distribution.
- * It can generate real time reports.

Explanation

According to the Avaya Workforce Engagement Overview Video, Avaya Workforce Engagement is a solution that helps contact centers transform their customer experience by gaining deeper insights into customer interactions and improving agent performance, processes, and operations. Some of the capabilities and customer impacts of using Avaya Workforce Engagement are:

A: It can optimize the workforce. Avaya Workforce Engagement can help contact centers optimize their staffing levels, schedules, training, coaching, and development of their agents. By using historical data and trends, Avaya Workforce Engagement can help contact centers forecast their workload and demand across different channels and time periods, and assign the right number and skill of agents to meet their service goals. By using automatic scorecards and e-learning courses, Avaya Workforce Engagement can help contact centers monitor, assess, and improve their agent performance, efficiency, productivity, and satisfaction.

B: It can improve processes. Avaya Workforce Engagement can help contact centers improve their processes by capturing and analyzing voice and digital interactions with customers. By using advanced speech analytics and conversational analytics, Avaya Workforce Engagement can help contact centers identify customer needs, expectations, preferences, sentiments, behaviors, issues, opportunities, trends, etc., and use this intelligence to enhance their service processes, policies, procedures, scripts, etc., to deliver a consistent and personalized customer experience.

C: It can enrich interactions. Avaya Workforce Engagement can help contact centers enrich their interactions with customers by providing real-time assistance and guidance to their agents. By using live monitoring and screen capture tools, Avaya Workforce Engagement can help contact centers observe their agent-customer interactions live and intervene when needed to provide prompts, resources, feedbacks, suggestions etc., to help their agents resolve customer queries effectively and efficiently.

The statements D and E are incorrect because:

D: It can provide expert agent selection distribution. This is not a capability of Avaya Workforce Engagement but rather a capability of Avaya Experience Platform Attribute-Based Routing².

Attribute-Based Routing is a feature that allows contact centers to match customers with agents based on various attributes such as skills, preferences, availability, performance, etc., to provide an optimal customer experience.

E: It can generate real time reports. This is not a capability of Avaya Workforce Engagement but rather a capability of Avaya Experience Platform Artificial Intelligence². Artificial Intelligence is a feature that allows contact centers to leverage the power of AI to generate real time reports and insights that can help them optimize their customer engagement and omnichannel service strategies across assisted and self-service channels.

NO.42 The customer decided to have the Avaya Delivery Dedicated integration with Multiple Device Registration

- * In this scenario, which three statements about Multiple Registration are true? (Choose three)
- * It provides the same benefits of Avaya Delivery Dedicated Integration Service Observe
- * Only two observers can be present on the same call
- * Each recording target requires a dedicated softphone
- * There is not dedicated softphone allocated for recording
- * It allows a dual recording solution

Explanation

According to the Customer Guide to Avaya DMCC-MR Integrations¹, the following statements about Multiple Registration are true:

It provides the same benefits of Avaya Delivery Dedicated Integration Service Observe. This means that it supports recording of both inbound and outbound calls, as well as internal calls between agents. It also supports recording of transferred and conference calls, as well as call hold and resume events.

Each recording target requires a dedicated softphone. This means that each agent extension must have a corresponding softphone extension that is registered on the Avaya AES server and used for recording purposes. The softphone extension must be configured with the same call appearance and bridged appearance settings as the agent extension.

It allows a dual recording solution. This means that it supports recording of both voice and screen activity of the agents using the Avaya DMCC-MR integration. The voice recording is done by the inContact WFO Call Recording application, while the screen recording is done by the inContact WFO Screen Recording application.

References: 1: Customer Guide to Avaya DMCC-MR Integrations.

NO.43 You are troubleshooting the number of call employee hay number segments recorded and archived.

Which monitoring tool must be used to get this information?

- * Employee Archive Report.
- * Capture Status
- * Data Integrity Report
- * Recorder Status Summary

Explanation

The Employee Archive Report is a monitoring tool that can be used to get information about the number of call employee segments recorded and archived. The EmployeeArchive Report shows the number of recordings, the total duration, the total size, and the average size of the recordings for each employee or group of employees. The Employee Archive Report can be filtered by date range, organization, group, employee, recording type, and recording status. The Employee Archive Report can also be exported to a CSV file for further analysis. References: 1: Avaya Workforce Engagement Support – Reporting Guide, page 25-262

NO.44 The technician is configuring the Enterprise Manager.

Which statement is true about task that can be completed under Enterprise Manager?

- * It connects Recorder with the third-party system
- * It sets up recorder roles, which define the functionality of servers
- * It assigns call buffer disk settings an logical drives to the contact recording environment
- * It captures and processes events from server interfaces

Explanation

According to the Avaya Workforce Optimization Select Installation Guide, Enterprise Manager is a web-based application that allows the administrator to configure and manage the Avaya Workforce Engagement system.

One of the tasks that can be completed under Enterprise Manager is to set up recorder roles, which define the functionality of servers. Recorder roles specify which components and services are installed and enabled on each server, such as voice recording, screen recording, quality management, speech analytics, etc. The administrator can assign one or more recorder roles to each server in the system. References: Avaya Workforce Optimization Select Installation Guide

NO.45 When using the capture status tool for troubleshooting, what kind of information is collected?

- * Summary of thresholds for CPU usage, memory, recordings, and lag time
- * Details for audio and screen capture, channels, extensions, and workstations
- * Information on adapters, data sources, recording rules, recorders, and real time monitors.
- * Summary of all recorded lines

Explanation

According to the Avaya Contact Recorder Administration Guide, the capture status tool is a web-based application that provides information on adapters, data sources, recording rules, recorders, and real time monitors. The capture status tool can be used for troubleshooting and monitoring the recording system. The tool can display the status of each component, such as online, offline, or error. The tool can also show the details of each component, such as name, type, IP address, port, version, and configuration. The tool can also provide logs and statistics for each component, such as number of calls recorded, number of errors encountered, and

number of active channels. References: [Avaya Contact Recorder Administration Guide]

NO.46 When analysing an Avaya Workforce Engagement recording integrations with Avaya Contact Recorder Advanced (ACRA) What are the three main components? (Choose three)

- * Customer Environment.
- * Archive
- * Storage
- * Recorder
- * RIS (Recorder Integration Service).

Explanation

According to the Avaya Contact Recorder Configuration and Administration Guide, the three main components for analysing an Avaya Workforce Engagement recording integration with Avaya Contact Recorder Advanced (ACRA) are:

A: Customer Environment. This component refers to the customer's network infrastructure, communication platform, contact center applications, and endpoints that are involved in the recording process. The customer environment determines the type and source of the audio and data that are captured by ACRA, as well as the recording method and configuration that are used. For example, the customer environment may include Avaya Aura Communication Manager, Avaya Aura Application Enablement Services, Avaya Experience Portal, Avaya Proactive Outreach Manager, Avaya IP Office Contact Center, etc.

D: Recorder. This component refers to the ACRA server or servers that are responsible for recording, storing, and playing back voice and screen interactions. The recorder component consists of various services and components that perform different functions, such as capturing audio and data from different sources, applying recording rules and schedules, encrypting and compressing recordings, archiving recordings to external storage devices or locations, providing search and replay capabilities, etc.

E: RIS (Recorder Integration Service). This component refers to the service that enables ACRA to integrate with Avaya Workforce Engagement applications, such as Quality Management, Coaching, eLearning, etc. The RIS component allows ACRA to send recording metadata and files to Avaya Workforce Engagement applications for further analysis and evaluation. The RIS component also allows ACRA to receive requests from Avaya Workforce Engagement applications to start or stop recording on demand.

NO.47 Which two statements are true about Disk Manager tasks for Avaya Contact recorder advanced (ACRA)(choose two)

- * It removes all the data associated with a recording file when necessary.
- * It monitors the call buffer to ensure that there is enough free space to.
- * It deletes the oldest recordings from the drive to make free space for the new recordings
- * It is used to define and configure disk partitions used for storing.

Explanation

The Disk Manager is a component of the Avaya Contact Recorder Advanced that manages the storage of recording files on disk partitions. It performs two main tasks:

It removes all the data associated with a recording file when necessary, such as when the retention period expires, when the file is deleted manually, or when the file is corrupted or inaccessible.

It monitors the disk space usage and deletes the oldest recordings from the drive to make free space for the new recordings, according to the configured thresholds and policies.

NO.48 Which three statements describe the prerequisites for installing Avaya Workforce Engagement server in deployment level 3,4 or 5? (choose three).

- * Date center servers can be split in multi-domain forests.
- * The Framework components can be installed using a Management Service Account (MSA).

- * The Framework components need to be installed using a domain account with local administrator privileges in the Framework server.
- * Data center zone servers, service user and group account, must all be members of the domain's Active Directory.
- * The Framework components can be installed in a workgroup environment.

Explanation

According to the Avaya Workforce Optimization Select Installation Guide, the prerequisites for installing Avaya Workforce Engagement server in deployment level 3, 4 or 5 are as follows:

B: The Framework components can be installed using a Management Service Account (MSA). An MSA is a domain account that has local administrator privileges on all servers in the Framework domain. The MSA is used to install and run the Framework services and components.

C: The Framework components need to be installed using a domain account with local administrator privileges in the Framework server. This account is different from the MSA and is used to log in to the Framework server and run the installation wizard.

D: Data center zone servers, service user and group account, must all be members of the domain's Active Directory. A data center zone is a logical grouping of servers that share common resources and settings. A service user account is a domain account that has local administrator privileges on all servers in the data center zone. A service group account is a domain group that contains all service user accounts in the data center zone.

The statements A and E are incorrect because:

A: Data center servers can be split in multi-domain forests. This is not a prerequisite for installing Avaya Workforce Engagement server, but rather an optional configuration that allows for more flexibility and scalability. However, this configuration requires additional steps and considerations, such as setting up trust relationships between domains and configuring DNS suffixes.

E: The Framework components can be installed in a workgroup environment. This is not a prerequisite for installing Avaya Workforce Engagement server, but rather an alternative configuration that is only supported for deployment level 1 or 2. A workgroup environment does not use Active Directory or domain accounts, but rather local accounts and groups on each server.

References: [Avaya Workforce Optimization Select Installation Guide]

NO.49 Which Avaya Workforce Engagement component can help customers evaluate an agent and increase customer satisfaction?

- * Wfm
- * Coaching
- * Interactions
- * eLearning

Explanation

Interactions is an Avaya Workforce Engagement component that can help customers evaluate an agent and increase customer satisfaction. Interactions allows customers to monitor, search, replay, and evaluate voice and screen recordings of agent interactions with customers. Customers can use Interactions to assess the quality of service, identify best practices, provide feedback, and coach agents to improve their performance and customer satisfaction. References Avaya Workforce Engagement Administration Guide, page 233 Avaya Workforce Engagement Interactions User Guide, page 94

NO.50 You are analysing the IP Capture log for troubleshooting an integration recording issue. Which statement is true about the information included in this log?

- * It recorded management information.
- * It showed CTI statistics.
- * It showed CTI metadata association.

* It received CTI events.

Explanation

The IP Capture log is a log file that records the RTP packets and the associated CTI metadata for each call that is recorded by the Avaya Workforce Engagement (AWE) solution. The IP Capture log helps to troubleshoot issues related to integration recording, such as missing or incomplete recordings, audio quality issues, or incorrect metadata. The IP Capture log shows the following information for each call:

The call ID, which is a unique identifier for the call

The start time and end time of the call

The source and destination IP addresses and ports of the RTP packets

The codec and payload type of the RTP packets

The CTI metadata, such as agent ID, skill ID, ANI, DNIS, etc., that are associated with the call The status of the recording, such as started, stopped, paused, resumed, etc.

The IP Capture log does not record management information, such as configuration settings, license information, or system events. It also does not show CTI statistics, such as the number of events received or processed, or the performance metrics of the CTI server. It only shows the CTI events that are relevant to the recording of each call.

References: 1: Avaya Workforce Engagement Support – Troubleshooting Guide – Chapter 4: Troubleshooting Integration Recording Issues – Section 4.2: Using IP Capture Log for Troubleshooting Integration Recording Issues 22:

https://documentation.avaya.com/en-US/bundle/troubleshootingAvayaWorkforceEngagement_r381/page/Troubl

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