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Exam : **642-112**

Title : Converged Business

Version : Demo

1.Your customer has a group of agents that handle clerical and other duties and who handle calls only when needed. A supervisor notifies these agents when they need to answer calls because calls are queueing or being abandoned. However, the response is often too late to be of much help and the result is many abandoned calls. Which Avaya Proactive Contact feature meets this customer's needs?
A.Virtual Agent
B.Person to Person
C.Intelligent Call Blending
D.Native Voice & Data Transfer
Answer:B
2.Which two telemarketing situations would merit greater than a 2:1 line to agent ratio? (Choose two.)
A.using unconfirmed contact data
B.using one of the call blending solutions
C.using unsolicited calling lists (cold calling individuals)
D.calling customers with multiple contact numbers (home, business, etc.)
Answer:A C
3.When using the Avaya Solution Designer tool, the License Quantity for Agent Connections should be equal to the total number of _____.
A.agents in a typical shift
B.simultaneous headset connections
C.inbound lines purchased by the customer
D.outbound lines purchased by the customer
Answer:B
4.You are using the Avaya Solution Designer. What is the correct input on the ACD line on the Predictive Agent Blend software screen for an Avaya Proactive Contact System using Predictive Agent Blending with one ACD?
A.leave line blank
B.type in the number 1
C.leave line at the default (0)
D.type in the ACD brand name
Answer:C
5.The Avaya Proactive Contact access server provides which two functions within the system? (Choose two.)
A.connects calls to agents
B.manages the internal LAN
C.serves as a dial-in point for access to the digital switch and CPU
D.is the interface that supervisors and agents use on their computers
Answer:B C