

QUESTIONS & ANSWERS

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Avaya

132-S-708-1

Specialist- Avaya Voice Self-Service Design Elective

QUESTION: 74

When designing an Avaya Voice Portal solution with speech recognition, what is an effective design technique to ensure adequate bandwidth between the speech resources and the Voice Portal Media Processing Platform (MPP)?

- A. The speech recognition server software should be co-resident with the MPP to ensure proper bandwidth.
- B. The speech recognition server software should be loaded on a separate server and connected via IP to the primary corporate network.
- C. The speech recognition server software should be located with the Voice Portal Management System to ensure adequate bandwidth.
- D. The speech recognition server software should be loaded on a separate server and isolated on a dedicated LAN segment to ensure adequate bandwidth.

Answer: D

QUESTION: 75

An existing Avaya customer plans to migrate from Avaya Interactive Response (IR) to Avaya Voice Portal. Which two should be considered in the migration discussion? (Choose two.)

- A. potential reuse of existing IR equipment
- B. upgrade strategy of Solaris 8 to Solaris 10
- C. number of voice-over-IP licenses required
- D. number of additional NMS boards required

Answer: A, C

QUESTION: 76

A customer has an existing Avaya Interactive Response (IR) system with a simple call answer application. They are planning to integrate this system with a backend database to make the system more intelligent. What performance information should they know about their existing system before adding database integration?

- A. CPU speed
- B. CPU utilization
- C. available port licenses
- D. available disk space

Answer: B

QUESTION: 77

A customer has purchased an Avaya Voice Self-Service solution and wants to use VoiceXML and the Web Deployment model. The customer wishes to purchase hardware from Avaya, if possible. Which two hardware elements must the customer still provide you to be able to finish designing this project? (Choose two.)

- A. network router
- B. database server
- C. Communication Manager Server
- D. Voice Self-Service platform (Avaya IR or Voice Portal)

Answer: A, B

QUESTION: 78

A thriving mail order business has a busy contact center that takes orders from existing and new customers. To reduce staffing costs, this company has chosen to implement an Avaya Voice Self-Service solution to process routine orders. They would like to implement a solution for placing calls to customers when the status of their order changes (processed, shipped, cancelled). They want the calls to provide the same information as if the customer had come in and requested it from the Avaya Voice Self-Service solution. Which speech elements would be required to implement this solution?

- A. Voice over IP (VoIP)
- B. Text-to-Speech (TTS)
- C. Speech Application Builder (SAB)
- D. Open Speech Dialog Modules (OSDM)

Answer: B

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QUESTION: 79

Four years ago your client invested in an Avaya call center solution. The client wants to implement customer self-service applications and gain additional percentage points in market share. Which application issue must be considered?

- A. customer usability
- B. supervisor training

- C. workforce management
- D. agent workstation upgrades

Answer: A

QUESTION: 80

An Avaya Voice Self-Service customer has three different Avaya applications they need to deploy to support their three products. The busy hour for each application peaks at a different time during the day. The customer has published three different toll-free numbers, one for each product. Budgetary constraints limit the customer to a single system. Which solution will provide the fastest return on investment (ROI)?

- A. VXML to easily access each product specific website.
- B. Call Bridging to route to product specific application ports.
- C. DNIS to route by toll-free number to product specific applications.
- D. Speech Recognition to allow clients to select the specific product.

Answer: C

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