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IT exam study guide / simulations

**Exam :** 6203.1

**Title :** Avaya Voice Portal Implementation Exam

**Vendors :** Avaya

**Version :** DEMO

NO.1 A customer is planning to deploy a Voice Portal solution, and wants to make sure they have considered

all aspects of their implementation design components. As a key component of the implementation, which

documents are included in the Document Review?

- A. Deep Dive Results, Equipment List, Customer List, and SOW
- B. Customer Scenario, Equipment List, SOW and Deep Dive Results
- C. Customer Scenario, Hardware List, Deep Dive Results and SOW
- D. Customer List, Hardware List, SOW and the Equipment List

Answer: B

NO.2 Which two methods can be used to initiate a Voice Portal 5 x Primary VPMS restore? (Choose two.)

- A. system restore page in VPMS web administration
- B. `do_RestoreData -f /opt/Avaya/backup`
- C. `restoremplogs.sh`
- D. `do_MntDrv do_RestoreData -f /opt/Avaya/backup/remotesvr`

Answer: BD

NO.3 What is the last step to be completed before testing the initialization and configuration?

- A. Start the MPPs.
- C. Stop the MPPS.
- C. Start Applications.
- D. Stop Applications.

Answer: A

NO.4 Why is the "Hot word" Barge-in mechanism used?

- A. to stop the application from playing prompt as soon as the utterance is caught on that prompt
- B. to stop the application from playing prompt as soon as the utterance matches a key word defined in the grammar
- C. to stop the application from playing prompt as soon as the utterance matches a key word defined in the grammar and the decision is defined
- D. to stop the application from playing prompt as soon as the utterance matches a key word defined in the prompt

Answer: C

NO.5 A customer has just upgraded Voice Portal to a newer version, but the license is not upgraded. What is the grace period provided by the system, for upgrading the license?

- A. 3 days
- B. 7 days
- C. 15 days
- D. 30 days

Answer: D

NO.6 A technician cannot see the VPMS web interface. What is the first thing that should be done?

- A. Restart all MPPs that are connected to the VPMS.
- B. Reload the VPMS software.
- C. Make sure that Axis is running.
- D. Make sure that Tomcat is running.

Answer: D

NO.7 A customer is using skills-based routing. Which Acaya Aura CM forms must be administered to map the requirements to agents/ports?

- A. Vector and Agent LoginID forms
- B. Hunt Group and Skill forms
- C. Skill and Agent LoginID forms
- D. Vector and Split forms

Answer: C

NO.8 From the VPMS web interface, which menu path should be followed, to view the current status of all

MPP servers and get detailed information about any alarms they have generated?

- A. System Configuration > System Monitor
- B. System Configuration > MPP Management
- C. Real-Time Monitoring > Monitor System
- D. Teal-Time Monitoring > System Monitor

Answer: A

NO.9 Which statement about Auxiliary VPMS is true?

- A. Only one Auxiliary VPMS server can be added per Voice Portal 5.1 or newer system.
- B. More than one Auxiliary VPMS server can be added per Voice Portal 5.1 or newer system.
- C. Auxiliary VPMS can be installed on a single server Voice Portal system.
- D. Auxiliary VPMS can be installed co-resident with MPP server.

Answer: B

NO.10 In addition to the Project Overview, Standard service hours, Call Center Telephony Review, Call Center

Reporting Review, which other service is included in the Statement of Work (SOW) component of a project?

- A. Call Center Development Services
- B. Call Center Programming Services
- C. Call Center Leadership Services
- D. Call Center Consultant Services

Answer: A