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IT exam study guide / simulations

**Exam** : **7304**

**Title** : Avaya CallPilot Maintenance Exam

**Vendor** : Avaya

**Version** : DEMO

NO.1 Remote maintenance capabilities require a security setup.

To use the Voice Item Maintenance (VIM) Fax Item Maintenance (FIM) service on an application, a security parameter must be defined.

What is the security parameter called?

- A. FIM password
- B. VIM password
- C. Access password
- D. Telsat maintenance password

**Answer:** D

NO.2 You are using Application Builder to create an application for your customer.

Which block provides the primary way to play a voice recording within an application?

- A. Start block
- B. Rotary dial block
- C. Announcement block
- D. Language Select block

**Answer:** C

NO.3 The system ready indicator is a visual indication of the status of the Avaya CallPilot system and shows at a glance what is happening with the system.

Which statement about the system ready indicator icon is true?

- A. When the Avaya CallPilot server is in normal operation, the icon is white with an exclamation mark.
- B. When calls are not being processed, an X appears on the icon.
- C. When status information about the Avaya CallPilot server is currently unavailable the icon flashes a green checkmark.
- D. When calls are being processed but some services are not working, the icon flashes a red question mark.

**Answer:** A,B

NO.4 A customer calls and reports to the attendant that after a Voice Form is completed for placing an order the following prompt is played: Your response cannot be saved due to voice form maintenance. Please try again.

Why did Avaya CallPilot play this prompt?

- A. The caller failed to confirm his answers when prompted.
- B. The product is on back order, and no more new orders are being taken.
- C. The administrator disabled the Voice Form while the caller was responding to the prompts.
- D. The caller did not answer questions within a specified time, and invalid Answer Handling was to Disconnect.

**Answer:** C

NO.5 Which statement about configuring Remote Notification is true?

- A. The schedule is defined in the mailbox class.

- B. It can be configured for up to three target Directory Numbers (DNs).
- C. It allows only a specific number of retries before notification is turned off.
- D. The user's notification number cannot be set up using telephone keypad commands.

**Answer:** C