

Avaya

Exam 132-S-708.1

Specialist: Avaya Voice Self-Service Design Elective Exam

Version: 3.0

[Total Questions: 77]

Question No : 1

Presently, an executive travel service has a basic voice call center to handle all customer communications for flight arrangements. The customer wants to provide additional capabilities for its customers to research and book flights in one transaction. The customer also wants to reduce the agent pool to save money. They do not want to require executive clients to press touch tones, rather they want these clients to be able to access all information using spoken words. They want the retrieved information to be spoken back to the client. Which two speech servers can they purchase from Avaya to meet their requirements? (Choose two.)

- A. Nuance
- B. Microsoft
- C. LumenVox
- D. IBM WebSphere

Answer: A,D

Question No : 2

A company has decided to enter the ISV business and create custom Voice Self-Service applications for Avaya platforms. They want to learn a single tool set and would like to be in this business for the foreseeable future. Which skill set should they develop to be compatible with current and future Voice Self-Service applications?

- A. IVR Designer and VoiceXML
- B. Dialog Designer and VoiceXML
- C. Voice@Work and ScriptBuilder
- D. IVR Designer and Transaction Assembly Script

Answer: B

Question No : 3

Your client wants an Avaya Voice Self-Service solution that includes central office-to-IVR trunk-side connectivity and a line-side IVR-to-switch configuration. The IVR application will include voice requests for modem installation instructions. If the customer does not

understand the instructions, they will ask to be transferred to a live agent. Which two volume and/or capacity data issues should be considered when designing the solution? (Choose two.)

- A. number of active agents
- B. number of VoIP channels
- C. number of busy-hour calls
- D. number of auto-attendant applications

Answer: A,C

Question No : 4

Which three elements are required to run an Avaya Voice Portal solution with a speech application? (Choose three.)

- A. Speech Server
- B. Domain Controller
- C. Media Processing Platform (MPP)
- D. Voice Portal Management System (VPMS)
- E. Lightweight Directory Access Protocol (LDAP)

Answer: A,C,D

Question No : 5

Your customer requires a redundant 90 port Voice Self-Service solution to implement a web-based application for callers. You have decided to provide an Avaya Voice Portal solution and the server size tool has indicated all 90 ports can be handled on a single Media Processing Platform (MPP) server. Which additional components will be required?

- A. one quad NMS interface card
- B. one additional server to be used as a CCXML server
- C. one additional server for the Voice Portal Management System (VPMS) only
- D. two additional servers, one for the Voice Portal Management System (VPMS), and one spare Media Processing Platform (MPP) for failover

Answer: D

Question No : 6

Your customer has asked for an industry-standard IVR development environment that gives them application portability. Which standard has Avaya adopted for its IVR development environment that would address this customer requirement?

- A. SIP
- B. VoIP
- C. SNMP
- D. VoiceXML

Answer: D

Question No : 7

A customer currently has one contact center in Denver using Avaya Interactive Response (IR). They use TDM, Speech Recognition (ASR), and Text-to-Speech (TTS). In addition to these features, their applications are all written in TAS. They are very satisfied with the state of their current applications. They are opening a new facility in another location and want to have the same Voice Self-Service applications in this new location. They need the new location operational in four weeks. Cost is an issue. Since cost and expediency are primary concerns, what would you suggest to add Voice SelfService capacity to the new location?

- A. Add Avaya Voice Portal systems/ports in the new location.
- B. Add Avaya Dialog Designer systems/ports in the new location.
- C. Add Avaya Interactive Response systems/ports in the new location.
- D. Add Avaya Interactive Response systems/ports to the primary location.

Answer: C

Question No : 8

To determine how many ports of Avaya Voice Portal are needed for an implementation,

which two key sizing questions must be answered to calculate the number of ports needed? (Choose two.)

- A. How many agents are in the call center?
- B. What will be the duration of each incoming call?
- C. How many languages will be required in the application?
- D. How many incoming calls will be supported by Voice Portal?

Answer: B,D

Question No : 9

An Avaya Voice Portal customer has three different 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. Assuming that the Avaya Voice Portal system is a single-box solution (VPMS and MPP on single machine with 24 ports), what is the minimum number of application servers required?

- A. 0; applications can be run on the single-box VPMS/MPP server.
- B. 1; a single application server can run multiple applications.
- C. 2; with three applications one box must be dedicated as a database server.
- D. 3; a maximum of one application is allowed per application server.

Answer: B

Question No : 10

Presently, an executive travel service has a basic voice call center to handle all customer communications for flight arrangements. The customer wants to provide additional capabilities for its customers to research and book flights in one transaction. The customer also wants to reduce the agent pool to save money. They do not want to require executive clients to press touch tones, rather they want these clients to be able to access all information using spoken words. They want the retrieved information to be spoken back to the client. They have learned that MRCP integration to speech vendors may lack some of the richness that is available using proprietary proxy integration. They have decided to use the proprietary integration. Which solution would you recommend given the requirements?

- A. Avaya Voice Portal with Nuance
- B. Avaya Voice Portal with IBM WebSphere
- C. Avaya Interactive Response with Nuance
- D. Avaya Interactive Response with IBM Websphere

Answer: C

Question No : 11

When deploying Avaya Voice Self-Service solutions in a web-based architecture, what are three ways to optimize performance? (Choose three.)

- A. Use VoiceXML for manipulating database tables.
- B. Use Avaya Dialog Designer for application development.
- C. Have Avaya Professional Services perform a network assessment.
- D. Minimize the amount of RAM for the Avaya Voice Self-Service solution.
- E. Provide a dedicated application server infrastructure for the Avaya Voice Self-Service.

Answer: B,C,E

Question No : 12

When designing an Avaya Voice Portal application, which tool will help you to determine the proper number of Voice Portal ports to license for the application?

- A. the open source Erlang calculator available from IBM
- B. the speech recognition server sizing tools available from Nuance and IBM
- C. the Voice Portal server sizing tool available through Avaya Solution Designer
- D. the Voice Portal Solution Sizing Tool located on the Avaya Enterprise Portal and through the Developers connection web site

Answer: D

Question No : 13