

132-S-712.2

Avaya

Specialist: Avaya Proactive Contact Solutions Design Elective

OfficialCerts.com is a reputable IT certification examination guide, study guides and audio exam provider. We ensure that you pass your 132-S-712.2 exam in first attempt and also get high scores to acquire Avaya certification.

If you use OfficialCerts 132-S-712.2 Certification questions and answers, you will experience actual 132-S-712.2 exam questions/answers. We know exactly what is needed and have all the exam preparation material required to pass the exam. Our Avaya exam prep covers over 95% of the questions and answers that may be appeared in your 132-S-712.2 exam. Every point from pass4sure 132-S-712.2 PDF, 132-S-712.2 review will help you take Avaya 132-S-712.2 exam much easier and become Avaya certified.

Here's what you can expect from the OfficialCerts Avaya 132-S-712.2 course:

- * Up-to-Date Avaya 132-S-712.2 questions as experienced in the real exam.*
- * 100% correct Avaya 132-S-712.2 answers you simply can't find in other 132-S-712.2 courses.*
- * All of our tests are easy to download. Your file will be saved as a 132-S-712.2 PDF.*
- * Avaya 132-S-712.2 brain dump free content featuring the real 132-S-712.2 test questions.*

Avaya 132-S-712.2 certification exam is of core importance both in your Professional life and Avaya certification path. With Avaya certification you can get a good job easily in the market and get on your path for success. Professionals who passed Avaya 132-S-712.2 exam training are an absolute favorite in the industry. You will pass Avaya 132-S-712.2 certification test and career opportunities will be open for you.

<http://tripleamarine.com/?cert=exams.asp?examcode=132-S-712.2>



Question: 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

Question: 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

Question: 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

Question: 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

Question: 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

Question: 6

Which tool is new to the Editor Application in the Avaya Proactive Contact Supervisor software?

- A. verification of jobs
- B. record selection reports
- C. messages files and scripts
- D. IVR fields in record selections

Answer: C

Question: 7

Your customer runs a collections call center. When an inbound call comes in, your customer wants be able to keep the customer from being called back on the outbound jobs if payment was received on the inbound call.

Which feature automatically marks records as uncallable on outbound jobs if the agent uses a code indicating an inbound call resulted in a payment from the customer?

- A. Do Not Call
- B. Sales Verification
- C. Generic Postupdate
- D. Realtime Campaign Update

Answer: D

Question: 8

What is Update Time?

- A. the time period that begins when the agent greets the customer and ends when the customer hangs up
- B. the time period that begins when the customer hangs up and ends when the agent releases the customer record
- C. the time period that begins when the agent releases the customer record and ends when the agent receives the next call
- D. the time period that begins when the customer first tells the agent pertinent information and the agent records it and ends when the agent releases the record

Answer: B

Question: 9

Your customer has difficulty sorting through their current system's reports to give supervisors information that pertains only to their particular group.

Which feature should in Avaya Proactive Contact meets the customer's need?

- A. Shared Lists
- B. Unit Work List
- C. List Distribution
- D. Hierarchy Manager

Answer: D

OfficialCerts.com Certification Exam Full Version Features;

- Verified answers researched by industry experts.
- Exams **updated** on regular basis.
- Questions, Answers are downloadable in **PDF** format.
- **No authorization** code required to open exam.
- **Portable** anywhere.
- 100% success **Guarantee**.
- **Fast**, helpful support 24x7.

View list of All exams we offer;

<http://www.officialcerts.com/allexams.asp>

To contact our Support;

<http://www.officialcerts.com/support.asp>

View FAQs

<http://www.officialcerts.com/faq.asp>

Download All Exams Samples

<http://www.officialcerts.com/samples.asp>

To purchase Full Version and updated exam;

<http://www.officialcerts.com/allexams.asp>



Shop now using **PayPal**



3COM	CompTIA	Filemaker	IBM	LPI	OMG	Sun
ADOBE	ComputerAssociates	Fortinet	IISFA	McAfee	Oracle	Sybase
APC	CWNP	Foundry	Intel	McData	PMI	Symantec
Apple	DELL	Fujitsu	ISACA	Microsoft	Polycom	TeraData
BEA	ECCouncil	GuidanceSoftware	ISC2	Mile2	RedHat	TIA
BICSI	EMC	HDI	ISEB	NetworkAppliance	Sair	Tibco
CheckPoint	Enterasys	Hitachi	ISM	Network-General	SASInstitute	TruSecure
Cisco	ExamExpress	HP	Juniper	Nokia	SCP	Veritas
Citrix	Exin	Huawei	Legato	Nortel	See-Beyond	Vmware
CIW	ExtremeNetworks	Hyperion	Lotus	Novell	Google	

You have made the
Right Choice

You are becoming member of most comprehensive, accurate, highest quality and lowest cost certification resource in the world.

