HIGHER QUALITY
BETTER SERVICE

CERTTREE

QUESTION & ANSWER

Provide One Year
Free Update!

https://www.certtree.com

Exam : 33160X

Title : Avaya Workforce Engagement Support Certified Exam

Version : DEMO

1.You are troubleshooting the number of call employee hay number segments recorded and archived. Which monitoring tool must be used to get this information?
A. Employee Archive Report.
B. Capture Status
C. Data Integrity Report
D. Recorder Status Summary
Answer: A
Explanation:
The Employee Archive Report is a monitoring tool that can be used to get information about the number of call employee segments recorded and archived. The Employee Archive Report shows the number of recordings, the total duration, the total size, and the average size of the recordings for each employee or group of employees. The Employee Archive Report can be filtered by date range, organization, group, employee, recording type, and recording status. The Employee Archive Report can also be exported to a CSV file for further analysis1
References: 1: Avaya Workforce Engagement Support - Reporting Guide, page 25-262

2.Which three are capabilities and customer impacts of using Avaya Workforce Engagement? (Choose three)
A. It can optimize the workforce.
B. It can improve processes.
C. It can enrich interactions.
D. It can provide expert agent selection distribution.
E. It can generate real time reports.
Answer: A B C
Explanation:
According to the Avaya Workforce Engagement Overview Video1, Avaya Workforce Engagement is a solution that helps contact centers transform their customer experience by gaining deeper insights into customer interactions and improving agent performance, processes, and operations.
Some of the capabilities and customer impacts of using Avaya Workforce Engagement are:
A. It can optimize the workforce. Avaya Workforce Engagement can help contact centers optimize their staffing levels, schedules, training, coaching, and development of their agents. By using historical data and trends, Avaya Workforce Engagement can help contact centers forecast their workload and demand across different channels and time periods, and assign the right number and skill of agents to meet their service goals. By using automatic scorecards and e-learning courses, Avaya Workforce Engagement can help contact centers monitor, assess, and improve their agent performance, efficiency, productivity, and satisfaction.
B. It can improve processes. Avaya Workforce Engagement can help contact centers improve their processes by capturing and analyzing voice and digital interactions with customers. By using advanced speech analytics and conversational analytics, Avaya Workforce Engagement can help contact centers identify customer needs, expectations, preferences, sentiments, behaviors, issues, opportunities, trends, etc., and use this intelligence to enhance their service processes, policies, procedures, scripts, etc., to deliver a consistent and personalized customer experience.
C. It can enrich interactions. Avaya Workforce Engagement can help contact centers enrich their interactions with customers by providing real-time assistance and guidance to their agents. By using live

monitoring and screen capture tools, Avaya Workforce Engagement can help contact centers observe their agent-customer interactions live and intervene when needed to provide prompts, resources, feedbacks, suggestions etc., to help their agents resolve customer queries effectively and efficiently.
The statements D and E are incorrect because:
D. It can provide expert agent selection distribution. This is not a capability of Avaya Workforce Engagement but rather a capability of Avaya Experience Platform Attribute-Based Routing2. Attribute-Based Routing is a feature that allows contact centers to match customers with agents based on various attributes such as skills, preferences, availability, performance, etc., to provide an optimal customer experience.
E. It can generate real time reports. This is not a capability of Avaya Workforce Engagement but rather a capability of Avaya Experience Platform Artificial Intelligence2. Artificial Intelligence is a feature that allows contact centers to leverage the power of AI to generate real time reports and insights that can help them optimize their customer engagement and omnichannel service strategies across assisted and self-service channels.

3.Which account is a member of the SysAdmin role in SQL, and can perform all required activities related to database installation and first-time configuration in Avaya Workforce Engagement?
A. Maintenance account
B. DMSA
C. MSA
D. Local account
Answer: C
Explanation:
The MSA account is a member of the SysAdmin role in SQL, and can perform all required activities related to database installation and first-time configuration in Avaya Workforce Engagement. The MSA account is a service account that is used to run the Avaya Workforce Engagement services and access the Archive Database. The MSA account must be created before installing the Avaya Workforce Engagement software and must have the appropriate permissions and privileges. The MSA account must also be added to the local Administrators group on each server where Avaya Workforce Engagement components are installed1
References: 1: Avaya Workforce Engagement Support - Installation Guide, page 18-192

4.In a scenario with Avaya Contact Recorder Advanced (ACRA) using station-side recording (TDM), which statement is true?
A. When there is an outgoing call that is put on hold for a consult with a supervisor, and then conferences with a supervisor, the call with the customer and the conference with the supervisor will be recorded, while the internal consult will not be recorded.
B. When there is an incoming call that is put on hold, only the customer side will be recorded.
C. An internal call will not be recorded.
D. When there is an outgoing call that is put on hold for a consult with a supervisor, and then conferenced with a supervisor, everything will be recorded.
Answer: A
Explanation:
In a scenario with Avaya Contact Recorder Advanced (ACRA) using station-side recording (TDM), this

statement is true because of how ACRA handles call segments and conferences. A call segment is a part of a call that has a single source and destination. A conference is a call that has more than two parties involved. ACRA records each call segment separately and assigns them a unique ID. ACRA also records conferences as separate call segments with their own IDs. ACRA does not record internal calls between extensions unless they are explicitly configured to do so. Therefore, when there is an outgoing call that is put on hold for a consult with a supervisor, and then conferences with a supervisor, ACRA will record three call segments: one for the outgoing call with the customer, one for the internal consult with the supervisor, and one for the conference with both parties. However, ACRA will not archive the internal consult segment because it is aninternal call that is not configured to be recorded. ACRA will only archive the outgoing call segment and the conference segment, which can be searched and replayed using the Avaya Contact Recorder interface or other applications5
References: 5: Avaya Workforce Engagement Support - Contact Recording Technical Reference Guide, page 16-186

5.The Screen Capture module is installed on an employee desktop.
To communicate with the recorder to track employee logging/logoff, which manages the Screen Capture program?
A. Screen capture
B. Capture service
C. Desktop resource
D. EIM
Answer: B
Explanation:
The Capture service is a component that is installed on an employee desktop along with the Screen Capture module. The Capture service communicates with the recorder to track employee logging/logoff, as well as to start and stop the Screen Capture module according to the recording rules. The Capture service also sends the screen capture files to the recorder for archiving1
References: 1: Avaya Workforce Engagement Support - Installation Guide, page 312