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Vendor: Avaya

Exam Code: 7303

Exam Name: Avaya CallPilot Implementation Exam

Version: Demo

QUESTION 1

A technician is installing a 600r, and notices that the server boots to the Windows screen then starts booting again. It is stuck in a boot. What is the first step that should be taken?

- A. Re-image the server.
- B. Open a case requesting a replacement server.
- C. Replace the hard drive.
- D. Verify the SCSI terminator or tape drive is properly connected to the server.

Correct Answer: B

QUESTION 2

A technician has completed the configuration and programming for an implementation of a new Avaya CallPilot system. When the Avaya CallPilot is rebooted, over which local Area Network (LAN) connection does the Communication Server 1000 communicate with the Avaya CallPilot voicemail system?

- A. DSO
- B. CLAN
- C. ELAN
- D. SLAN
- E. TLAN

Correct Answer: C

QUESTION 3

A company is planning to install a new Avaya CallPilot RIs. 5.0 system. They need a high availability system that will allow a standby server to take over in case the primary server fails. Which hardware platform should be delivered on-site?

- A. 703t
- B. 600r
- C. 1006r
- D. 1002rp
- E. 2250

Correct Answer: C

QUESTION 4

A technician is installing an Avaya CallPilot with the NTRH40CA MBP96 CAT5 board and two NTRB18DA Mgate cards. When cabling the NTRB18DA Mgate cards in a Communication Server 1000S Media Gateway, which statement describes the cabling configuration that is the most valid?

- A. Attach the customer-supplied RJ-45 cables to the face of the Mgate cards and then to the MBP96 card.
- B. Attach the customer-supplied RJ-45 cables to the backplane of the Media Gateway or Media Gateway expansion cabinet and then to the MBP96 card.
- C. Attach NTDU0609 cables to the face of the Mgate cards and route them outside the Media Gateway. Then couple the customer-supplied RJ-45 cables from the NTDU0609 to the MBP96 cards.
- D. Attach the NTDU0609 cables to the face of the Mgate cards and take them outside the Media Gateway to a customer-supplied Ethernet hub. Attach RJ-45 cable from the hub to the MBP96 cards.

Correct Answer: C

QUESTION 5

Which two additional software packages are installed during the Avaya CallPilot Reporter installation?

- A. Adobe Acrobat

- B. Crystal Repots
- C. Application Builder
- D. a Sybase database

Correct Answer: BD

QUESTION 6

When installing Avaya CallPilot Reporter, what is a valid installation option?

- A. Client PC
- B. Avaya CallPilot server
- C. Administrator PC
- D. Customer provided Web server

Correct Answer: D

QUESTION 7

A technician is installing an Avaya CallPilot system on a customer site. After running the Setup Wizard and the Configuration Wizard the technician has verified the server operating system settings are correct for the site and has rebooted the server to place the system into operation. After the reboot is complete and the technician has logged back on to the server, which process verifies that the Avaya CallPilot server is able to receive incoming calls?

- A. Print the ControlDNs.
- B. Print the Virtual Agents.
- C. Ping the ELAN connection.
- D. Dial the VoiceMessagingDN as defined in the Configuration Wizard.

Correct Answer: D

QUESTION 8

Working as a team, the Project Manager has just finished programming the agents in the PBX, while technician configured them in Avaya CallPilot. When Avaya CallPilot boots into service, all channels come up except for one. Prior to the replacement of hardware, it is decided to look into the Event log. Which event below gives a possible clue as to what the problem is?

- A. DialogicEventManagement system initialization failed.
- B. IMAreceived a disk full event.
- C. Event from Blue Call Router: All Port Busy Indication.
- D. TN/DN mismatch.

Correct Answer: D

QUESTION 9

The Avaya CallPilot 600r server has one MPM96 card. The PBX it is connecting to will require MGate cards. How many MGate cards are needed to support 80 voice channels?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: C

QUESTION 10

A technician is preparing for an Avaya CallPilot installation and is reviewing site survey information. The customer wants to implement the desktop messaging feature, but on the survey there is no mention of desktop messaging seats.

Where is it confirmed that desktop messaging seats were ordered?

- A. on the shipped packing list
- B. on the keycodecertificate
- C. in the AvayaCallPilotsystem afterimplementation
- D. in theconfigurationwizardduring implementation

Correct Answer: B

QUESTION 11

A company is running Communication Server I000E RIs. 6.0 software with a 1005r Avaya CallPilot server installed at their headquarters in London. The Avaya CallPilot installation has been completed and the CS1000E has been correctly configured.

TYPE	CDN
CUST	0
CDN	3300
FRRT	
SRRT	
FROA	NO
UII	NO
MURT	
CDSQ	NO
DFDN	3501
NAME	NO
CMB	NO
CEIL	2047
OVFL	NO
TDNS	NO
RPRT	YES
AACQ	YES
ASID	17
SFNB	16 17 18 19 21 22 23
USFB	
CALB	0 1 2 3 4 5 6 7 8 9 10 11 12
CNTL	YES
VSID	
HSD	
CWTH	1
BYTH	0
OVTH	2047
STIO	
TSFT	20

What will happen to a call if it is placed to CDN 3300?

- A. The call will be routed to Avaya CallPilot for treatment.
- B. The call will follow the default DN as configured on the CDN.
- C. The callerwill receive busy or overflow
- D. The caller willberedirected to the attendant/switchboard.

Correct Answer: A

QUESTION 12

A technician is installing a now Avaya CallPilot Server, and has programmed the new ACD Queue and

virtual agents for the DS0 connectivity. In the Configuration Wizard, in which three fields is the information entered?

- A. TN, class ID, number of TNs to be added
- B. numberofTNs to be added, ACD Queue number,Key 0
- C. TNs, ACD Queue number, Key 0
- D. TN, Key 0, Key 1

Correct Answer: A

QUESTION 13

A technician is upgrading a 2011 to Avaya CallPilot RIs. 5.0. The image installs but the system hangs when booting into Windows 2003. Which two items should be checked? (Choose two.)

- A. The BIOS has been upgraded to 6.0.3.
- B. Thekeyboard and mouse are plugged in correctly.
- C. The external CD-ROM and Tape drive are connected.
- D. The BIOS option forOperating System type is set to 'other'.

Correct Answer: AD

QUESTION 14

A company has decided to install an Avaya CallPilot 1005 server at their new office location to deliver multimedia messaging functionality to their employees. They will be using Fax and Desktop Messaging applications. A technician has been tasked with installing the new Avaya CallPilot server.



What should the Automatic updates settings be set to?

- A. Automatic (recommended)
- B. Download updates for me, but let me choose when to install them
- C. Notify me but don't automatically download or install them
- D. Turnoff Automatic Updates

Correct Answer: A

QUESTION 15

A technician observes the following error on a 1006r.

"Adapter 1 Channel 1 Target 6: Status of Power Supply #2=0x80: Unknown status, or Status Not Reportable"

Which action should be performed?

- A. Reseat and/or replace Power Supply #2.
- B. Contact an electrician to investigate.
- C. Ensure the alarm monitor cable is properly connected.
- D. The error is self-correcting and no action is required.

Correct Answer: A

QUESTION 16

A company is running Communication Server 1000E RIs. 6.0 software with a 1005r Avaya CallPilot installed at that headquarters in London. The Avaya CallPilot installation has been completed and the CS1000E has been correctly configured.

Which command and overlay is used to confirm that the AML link between the Avaya CallPilot and the CS1000E is fully operational?

- A. LD 11- STATLoop Shelf Card of the MGATECard
- B. LD48 - STATELAN
- C. LD 117 - STAT ELNK
- D. ID 22-STAT AML

Correct Answer: B

QUESTION 17

The Avaya CallPilot server comes pre-loaded with Windows Server 2003 and Avaya CallPilot Manager. A technician has installed a new Avaya CallPilot RIs. 5.0 system and has logged on to the server for the first time to begin server configuration.

Which wizard rechecks for platform and software validity, and then, if performing an upgrade or platform migration, upgrades and restores the existing data?

- A. Setup Wizard
- B. Upgrade Wizard
- C. Configuration Wizard
- D. WindowsServer2003 Wizard

Correct Answer: A

QUESTION 18

An administrator cannot login to Avaya CallPilot Manager from the login web page. A technician has confirmed that the administrator is entering their correct mailbox number and password and that their mailbox is not disabled. What should be checked?

- A. that the user's PC is running Internet Information Server (IIS)
- B. that the Server Held contains the correct server name for the Avaya CallPilot system

- C. that theLocation field contains the correct server name for the Avaya CallPilot system
- D. that the Secure Sockets Layer (SSL) option is turned on because passwords can only be passedover SSL

Correct Answer: D

QUESTION 19

A customer installing Avaya CallPilot RIs. 5.0 has determined that they require access to Avaya CallPilot Application Builder for several system administrators. Which installation option for Application Builder is correct?

- A. Install Application Builder on the Avaya Call Pilot server.
- B. Install Application Builder on a dedicated IIS Web server.
- C. Application Builder on any PC to be used for Avaya CallPilotsystem administration.
- D. Install Application Builder on the standalone Web server with Avaya CallPilot Managerand Avaya CallPilotReporter.

Correct Answer: C

QUESTION 20

Which two Avaya CallPilot Manager configurations are valid? (Choose two.)

- A. Avaya CallPilot Manager installed on the Avaya CallPilot server
- B. Avaya CallPilot Manager installed on the administrator's PC
- C. Avaya CallPilot Manager installed on a standalone Web server
- D. Avaya CallPilot Manager installed on the Avaya CallPilotserver with Reporter

Correct Answer: AC

QUESTION 21

Which software is required before installing Avaya CallPilot Manager on a Stand-alone Web server?

- A. PC Anywhere
- B. Sybase Database
- C. Java Runtime Environment
- D. InternetInformation Server (IIS)

Correct Answer: D

QUESTION 22

A technician is preparing to set up and install an Avaya CallPilot RIs.5.0 system. Which two rules that apply to grounding requirements? (Choose two.)

- A. All equipment grounds must use single-point ground topology.
- B. Any ground in the building is acceptable.
- C. The grounds for all equipment must be alt ached to the building steel.
- D. The DC resistance between the equipment and building grounds must very close to zero.

Correct Answer: AD

QUESTION 23

Avaya CallPilot desktop messaging clients at a company are unable to send messages from the desktop interface. Which messaging protocol must be configured to enable this capability?

- A. Simple MailTransferProtocol (SMTP)
- B. Internet Message Access Protocol (IMAP)
- C. Lightweight Directory AccessProtocol (LDAP)
- D. Simple Network Management Protocol (SNMP)

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