ACIS IP Office (IPO) Platform Implement Certified (77201X) Practice Exam (Sample)

Study Guide

Everything you need from our exam experts!

Questions

1. Which type of call routing can be configured on the IPO system?

A. Random routing

B. Time-based routing

C. Geo-routing

D. Caller ID-based routing

2. Which two methods can be utilized to capture Avaya IP Office call activity on the System Status Application (SSA)?

A. Copy snapshot

B. Continuous log

C. Save as

D. Snapshot only

3. What is the primary purpose of the Voicemail Pro Client?

A. To configure the Avaya Equinox® Client

B. To manage voicemail system settings

C. To provide analytics on voice traffic

D. To handle call routing directly

4. Which Voicemail Pro element allows modification of a condition in a call flow without the Voicemail Pro Client?

A. Test User Variable Action

B. Set User Variable Action

C. Test Condition Action

D. Test User Action

5. What is the role of an "IVR" in the IPO system?

A. It protects against fraud

B. It allows users to interact with telephony systems through voice or keypad input

C. It is used to conduct video calls

D. It stores call recordings

6. Which device can be used as an endpoint in the IPO system?

A. IP phones, analog phones, or softphones

B. Wireless microphones

C. Desktop computers

D. Tablets

7. Which Voicemail Pro solution is exclusively supported with IP Office Select?

A. Dual Voicemail Pro

B. Centralized Voicemail Pro

C. Stand-alone Voicemail Pro

D. Distributed Voicemail Pro

8. After installing Avaya Equinox Client, which User Information is needed for manual configuration?

A. The User's Name and Login Code

B. The User's Name and Password

C. The User's Extension and Password

D. The User's Extension and Login Code

9. How is the default operating mode of A-Law or µ-Law configured on an IP Office 500V2?

A. Checked during system startup

B. Entered in the BootP file

C. On the System SD cards

D. Configured using Manager

10. How does the IPO Platform support remote users?

A. By providing offline downloads

B. Through video conferencing tools

C. By using VPN connections and remote extension capabilities

D. By utilizing cloud-based applications

Answers

1. B
2. B
3. B
4. D
5. B
6. A
7. A
8. B
9. C
10. C

Explanations

1. Which type of call routing can be configured on the IPO system?

A. Random routing

B. Time-based routing

C. Geo-routing

D. Caller ID-based routing

Time-based routing is a flexible feature on the IPO system that allows incoming calls to be managed based on predetermined schedules. This means that organizations can define specific times during which certain actions will be performed, such as directing calls to different destinations, playing different messages, or even sending calls to voicemail. For example, a business might route calls to a support team during working hours and redirect them to an automated service or voicemail after hours. This capability is particularly useful for managing varying workloads throughout the day and ensuring that calls are handled appropriately based on the time they are received. This feature supports operational efficiency and enhances customer experience by ensuring that calls are directed according to business needs and available resources at different times. Time-based routing can also incorporate various scenarios, such as holiday schedules or special events, providing further versatility to the call handling process.

2. Which two methods can be utilized to capture Avaya IP Office call activity on the System Status Application (SSA)?

A. Copy snapshot

B. Continuous log

C. Save as

D. Snapshot only

The method of capturing Avaya IP Office call activity on the System Status Application (SSA) through continuous log is correct because it allows for the ongoing recording of call activity over time, giving a comprehensive view of system performance and call traffic. This method enables users to monitor call trends and receive real-time updates, which is particularly useful for identifying issues or patterns in call handling and system usage. Using a continuous log gives users the ability to look back over a specified period, facilitating deeper analysis of call flow and overall system effectiveness. In contrast, while a snapshot captures a moment in time, it does not provide the same continuous, up-to-date insight that continuous logging does. Therefore, for users needing detailed, ongoing data, the continuous log method is a key tool in managing Avaya IP Office performance effectively.

3. What is the primary purpose of the Voicemail Pro Client?

A. To configure the Avaya Equinox® Client

B. To manage voicemail system settings

C. To provide analytics on voice traffic

D. To handle call routing directly

The primary purpose of the Voicemail Pro Client is to manage voicemail system settings. This includes configuring voicemail greetings, setting up voicemail boxes, and adjusting various parameters related to message handling and notification settings. It serves as a comprehensive tool for administrators to fine-tune how the voicemail system operates, aligning it with the organization's communication needs. The other options revolve around functionalities that are not inherently part of the Voicemail Pro Client's scope. For instance, the Avaya Equinox® Client deals primarily with unified communications and collaboration tools rather than voicemail management. Analytics on voice traffic typically falls under different reporting tools designed for call management rather than a voicemail management system. Lastly, call routing is generally handled at the telephony or switch level rather than through the Voicemail Pro Client, which focuses on voicemail-specific configuration.

4. Which Voicemail Pro element allows modification of a condition in a call flow without the Voicemail Pro Client?

A. Test User Variable Action

B. Set User Variable Action

C. Test Condition Action

D. Test User Action

The correct choice pertains to the functionality in Voicemail Pro that allows for the modification of conditions in call flows dynamically. The Test User Action element is designed specifically for this purpose, enabling users to evaluate and modify call flow conditions without needing to access the Voicemail Pro Client interface. This element operates by enabling a call flow to interact with user attributes or states during a call, allowing for real-time changes and adaptations based on these interactions. It's beneficial in situations where user context or specific conditions must be assessed and possibly altered as the call progresses. Consequently, this action aids in maintaining flexibility and responsiveness in call management. The other options refer to different functionalities that do not allow for direct modification of conditions in the same way. For example, Test User Variable Action is focused on evaluating user-defined variables, while Set User Variable Action is used to assign values to user variables, rather than modifying conditions in the call flow itself. Similarly, Test Condition Action evaluates a specific condition at a given point but does not inherently modify the condition or the flow of the call in real time.

5. What is the role of an "IVR" in the IPO system?

A. It protects against fraud

B. It allows users to interact with telephony systems through voice or keypad input

C. It is used to conduct video calls

D. It stores call recordings

The role of an "IVR," or Interactive Voice Response system, in the IPO system is that it enables users to interact with telephony systems through voice or keypad input. This functionality is crucial for providing automated customer service, allowing callers to navigate through a system to obtain information or resolve issues without the need for live agents. The technology captures spoken responses or key presses, which can decipher user intent and route calls accordingly, enhancing the overall efficiency and user experience. IVR systems are commonly used for tasks such as checking account balances, scheduling appointments, or providing information about services. This capability ensures that users can receive assistance quickly and helps organizations manage high call volumes effectively. While other options touch upon relevant features, they do not align with the primary function of an IVR system. Protecting against fraud is more related to security protocols, video calls pertain to communication platforms rather than IVR, and storing call recordings is a function associated with call management systems rather than the interactive capabilities provided by IVR.

6. Which device can be used as an endpoint in the IPO system?

A. IP phones, analog phones, or softphones

B. Wireless microphones

C. Desktop computers

D. Tablets

In the context of the IPO (IP Office) system, endpoints are devices that can connect to the system, allowing users to make calls, send messages, or utilize other communication services. IP phones, analog phones, and softphones all fit this definition and are specifically designed for use with telephony systems. IP phones are digital devices that connect directly to the IP network and offer advanced features like call forwarding and voicemail integration, while analog phones require an adapter to interface with digital systems. Softphones are software applications running on computers or mobile devices that enable users to make calls over the internet, essentially turning any compatible device into a phone. On the other hand, wireless microphones, desktop computers, and tablets may not inherently provide telephony functionality directly within the IPO system. While desktop computers and tablets can run softphone applications, they are not considered traditional endpoints like IP phones and analog phones. Wireless microphones do not possess any communication capabilities required to function as endpoints in a telephony system. Thus, the correct answer focuses on devices specifically designed and utilized for communication within the IPO framework.

7. Which Voicemail Pro solution is exclusively supported with IP Office Select?

A. Dual Voicemail Pro

B. Centralized Voicemail Pro

C. Stand-alone Voicemail Pro

D. Distributed Voicemail Pro

The Dual Voicemail Pro solution is specifically designed for use with IP Office Select, which is a robust and scalable platform suitable for larger enterprises and organizations with advanced communication needs. This solution allows dual instances of Voicemail Pro to run on different servers, enhancing redundancy and availability of voicemail services. By implementing Dual Voicemail Pro, organizations can ensure that if one server fails, the other can continue to provide voicemail services without interruption, thereby increasing the reliability of their communication system. This redundancy is essential in larger setups where downtime can have significant operational impacts. In contrast, other types of Voicemail Pro solutions, such as Centralized, Stand-alone, and Distributed, may cater to different configurations or less complex environments and do not have the same exclusive association with the IP Office Select platform. The unique capabilities of Dual Voicemail Pro align precisely with the advanced features and service requirements associated with IP Office Select deployments.

8. After installing Avaya Equinox Client, which User Information is needed for manual configuration?

A. The User's Name and Login Code

B. The User's Name and Password

C. The User's Extension and Password

D. The User's Extension and Login Code

To manually configure the Avaya Equinox Client after installation, the essential user information needed is the User's Name and Password. The User's Name is necessary to identify the individual within the system, while the Password is critically important for authentication purposes, ensuring that the right user is accessing their account on the platform. These credentials are typically provided to users by their organization's administrator when setting up access to communication systems. It is important because without both components, the application cannot establish a secure connection to the user's account, and access to the required features and functionalities will be denied. The other options presented include various combinations of user information, but they do not meet the necessary authentication and identification protocols established by the Avaya Equinox Client. For instance, while the User's Extension might be related to specific operational features within a telephony setup, it is not essential for the initial manual login configuration on the Equinox Client. Hence, the focus on the User's Name and Password is crucial for successful setup and operation.

9. How is the default operating mode of A-Law or µ-Law configured on an IP Office 500V2?

A. Checked during system startup

B. Entered in the BootP file

C. On the System SD cards

D. Configured using Manager

The default operating mode of A-Law or µ-Law on an IP Office 500V2 is configured on the System SD cards. This configuration is essential because the SD card contains the necessary software and settings that dictate how the system operates at a foundational level. The SD card holds the system's configuration files, including codecs like A-Law and µ-Law that determine how audio signals are processed. The selection of the operating mode affects voice quality and compatibility with various network standards, particularly in international contexts where different codecs may be preferred. Other methods such as system startup or BootP file do not apply for this specific configuration. While the system manager can configure many aspects of the IP Office, the default codec setting is specifically stored and initiated through the SD card. Thus, the SD card is the correct configuration point for this setting.

10. How does the IPO Platform support remote users?

A. By providing offline downloads

B. Through video conferencing tools

C. By using VPN connections and remote extension capabilities

D. By utilizing cloud-based applications

The IPO Platform supports remote users primarily through the use of VPN connections and remote extension capabilities. This approach allows remote users to securely connect to the organization's network as if they were working on-site, which is essential for maintaining privacy and data integrity. By leveraging VPN technology, users can access necessary resources and communicate effectively without compromising security. Remote extension capabilities enable devices like softphones to operate as if they are part of the internal network, facilitating seamless communication for remote employees. In contrast, while offline downloads, video conferencing tools, and cloud-based applications are certainly useful features, they do not directly address the comprehensive needs of remote connectivity and security that a VPN and remote extensions provide. Offline downloads may limit the functionalities needed for real-time communication; video conferencing tools serve a specific purpose but do not provide the complete access to internal systems that VPNs do, and while cloud-based applications enhance accessibility, they may still rely on a secure connection for sensitive data.