

QUESTIONS & ANSWERS

Kill your exam at first Attempt



Avaya

132-S-70

Avaya Voice Self-Service Design Elective

QUESTION: 71

Your customer has requested a quote to expand an existing Avaya Interactive Response (IR) 2.0 system to add additional Time Division Multiplexing (TDM) channels. System occupancy never reaches 100%, but a new marketing program is expected to double current call volumes. The application also depends on a remote database for retrieval of customer information and the customer wants to implement Speech Recognition. Which three additional functions need to occur to enable this new solution? (Choose three.)

- A. installing additional NMS boards
- B. purchasing additional run time licenses
- C. enabling the high capacity host option in IR 2.0
- D. installing the additional speech recognition server(s)
- E. provisioning additional VoIP ports from Avaya Communication Manager

Answer: A, B, D

QUESTION: 72

An Avaya Voice Self-Service application for a school terminates to the local telephone carrier using T1/E1 trunks. The school accepted a recommendation to re-terminate the Avaya Interactive Response (IR) behind its non-Avaya PBX. Which protocol must be used for line-side connectivity support?

- A. analog
- B. ISDN T1/E1
- C. Digital Signal 3 (DS3)
- D. Session Initiated Protocol (SIP)

Answer: B

QUESTION: 73

A customer is evaluating various Avaya Voice Self-Service options. The IT department has standardized on specific server platforms for all new purchases. All servers must be the Sun Netra T2000. Given this requirement, which Avaya solution should be recommended?

- A. Avaya Voice Portal software-only
- B. Avaya Voice Portal bundled/turnkey
- C. Avaya Interactive Response software-only
- D. Avaya Interactive Response bundled/turnkey

Answer: C

QUESTION: 74

When designing an Avaya Voice Portal solution with speech recognition, what is an effective design technique to ensure adequate bandwidth between the speech resources and the Voice Portal Media Processing Platform (MPP)?

- A. The speech recognition server software should be co-resident with the MPP to ensure proper bandwidth.
- B. The speech recognition server software should be loaded on a separate server and connected via IP to the primary corporate network.
- C. The speech recognition server software should be located with the Voice Portal Management System to ensure adequate bandwidth.
- D. The speech recognition server software should be loaded on a separate server and isolated on a dedicated LAN segment to ensure adequate bandwidth.

Answer: D

QUESTION: 75

An existing Avaya customer plans to migrate from Avaya Interactive Response (IR) to Avaya Voice Portal. Which two should be considered in the migration discussion? (Choose two.)

- A. potential reuse of existing IR equipment
- B. upgrade strategy of Solaris 8 to Solaris 10
- C. number of voice-over-IP licenses required
- D. number of additional NMS boards required

Answer: A, C

QUESTION: 76

A customer has an existing Avaya Interactive Response (IR) system with a simple call answer application. They are planning to integrate this system with a backend database to make the system more intelligent. What performance information should they know about their existing system before adding database integration?

- A. CPU speed
- B. CPU utilization
- C. available port licenses
- D. available disk space

Answer: B

QUESTION: 77

A customer has purchased an Avaya Voice Self-Service solution and wants to use VoiceXML and the Web Deployment model. The customer wishes to purchase hardware from Avaya, if possible. Which two hardware elements must the customer still provide you to be able to finish designing this project? (Choose two.)

- A. network router
- B. database server
- C. Communication Manager Server
- D. Voice Self-Service platform (Avaya IR or Voice Portal)

Answer: A, B

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