



# Avaya

7765X

*Avaya Workforce Optimization Select Implementation and Support*

## Questions & Answers PDF

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### Question: 1

What are three ways to assign eLearning courses/quizzes? (Choose three.)

- A. Interaction playback
- B. Learn>Library
- C. Management
- D. Coaching
- E. Evaluation

**Answer: BCE**

### Question: 2

What are two options for agents/supervisors when they disagree with an evaluation score? (Choose two.)

- A. They can decline the evaluation.
- B. They can appeal the evaluation.
- C. They can escalate it with the superior.
- D. They can click on the disagree button in the evaluation view mode.

**Answer: BC**

### Question: 3

In Employee Manager, which Bulk Action is not possible?

- A. Bulk Change the Supervisor Association
- B. Bulk Change of Privileges
- C. Bulk Change of Queue Association
- D. Bulk Change the Recording Configuration

**Answer: A**

Reference:

<https://downloads.avaya.com/css/P8/documents/101025311> (43)

### Question: 4

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When an Interaction is Flagged for QA, where can the QA Analyst see this interaction?

- A. Plans
- B. Evaluate > My Assignments
- C. Adhoc Evaluations
- D. View Evaluations
- E. Distribution Pool

**Answer: B**

### Question: 5

In which two ways can you tag additional meta-data information with a call that is being handled by Agents, without any third-party integration? (Choose two.)

- A. by utilizing the API calls provided by a third party
- B. by using Desktop Monitor > Learning Console
- C. by manually entering into MS Excel and import back into application
- D. by managing the Tags feature in the application

**Answer: BD**

### Question: 6

What does the Desktop Monitor application support?

- A. all browsers but not Windows applications
- B. only the Internet Explorer browser
- C. only the Chrome browser
- D. all Windows applications and browsers

**Answer: B**



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