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QUESTION & ANSWER

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Exam : **7765X**

Title : Avaya Workforce Optimization Select Implementation and Support Exam

Version : DEMO

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

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

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

4.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

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