Vendor: HP

Exam Code: HP0-Y29

Exam Name: Installing an HP Networking IP Telephony Solution

Version: DEMO

QUESTION 1
Click the Exhibit button.

You have provisioned MAC address data for a phone as shown in the exhibit. What happens when the phone powers up?

A. The phone prompts for a password without prompting for a phone number. If the correct password for phone number 1102 is entered, the phone registers as phone number 1102.
B. The phone prompts for a phone number. If 1102 is input, the phone completes registration without prompting for a password. If any other phone number is input, the phone prompts for a password.
C. The phone does not prompt for a phone number or password, but registers automatically with phone number 1102.
D. The phone is not allowed to register because it is not locked.

Answer: A

QUESTION 2
Which statements are true about the "Export Data" capability on VCX? (Select two.)

A. Exported data may be viewed on the Central Management Console.
B. The call processor service must be stopped before exporting data.
C. It is only possible to export data from one data table at a time.
D. Data may be exported to a file.

Answer: AD

QUESTION 3
Which type of ACD group is described in the following paragraph? This method uses an ordered list of agents for the group. When a call rings into the ACD group it is routed to the next agent on the list following the agent whom last answered a call for the ACD group. If that agent does not answer the call after a preset amount of time the call will be routed to the next agent on the list. The call will continue to be transferred in this pattern until it is answered or until the predetermined total timeout is reached.Then the call will be sent to the call coverage for the ACD group.

A. Linear
B. Circular
C. Calling Group
D. Least Call Count
E. Most Idle Agent

Answer: B

QUESTION 4
Which type of ACD group is described in the following paragraph? The call is routed first to the agent whom has answered fewer ACD calls than any other agent. If that agent does not answer after a preset amount of time the call will be routed to the agent in that group with the next-lowest call count. The callwill continue to be transferred in this pattern until it is answered or until the predetermined total timeout is reached.

A. Linear
B. Calling Group
C. Least Call Count
D. Circular
E. Most Idle Agent

Answer: C

QUESTION 5
Which type of ACD group is described in the following paragraph? When a call rings into the ACD group it rings all members of the group simultaneously. The call will continue to ring all members until it is answered or until the predetermined total timeout is reached.

A. Calling Group
B. Most Idle Agent
C. Least Call Count
D. Circular
E. Linear

Answer: A

QUESTION 6
Which statements are correct about ACD group counters? (Select two.)

A. Counters may be reset at any time by any logged-in member of the ACD group.
B. Counters may be configured to automatically reset at a configurable time each day.
C. Counters are maintained for all ACD group types.
D. Counters may be configured to automatically reset each time an ACD group is opened or closed.
E. ACD group counter data includes number of agent login attempts and number of calls transferred to the ACD group call coverage.

Answer: BD

QUESTION 7
You have two ACD groups built and 32 agents assigned to the ACD pool on your VCX. Twelve agents are currently assigned to an ACD group. Two of those agents are assigned to two ACD groups. How many ACD agent licenses does this configuration use on the VCX? ActualTests.com

A. 32
B. 34
C. 44

D. 46

Answer: A

QUESTION 8
Click the Exhibit button.

You are provisioning data for the Find Me Follow Me Feature. Which statement about Number 1, Number 2, and Number 3 is true?

A. The Find Me Follow Me feature attempts to reach the subscriber by first alerting the number specified by Number 1. If no answer is received, the feature alerts the next number in the sequence.
B. The Find Me Follow Me feature attempts to reach the subscriber by first alerting the number in the sequence after that at which the subscriber was last reached. If no answer is received, the feature alerts the next number in the sequence.
C. The Find Me Follow Me feature attempts to reach the subscriber by alerting all specified numbers simultaneously.
D. The Find Me Follow Me feature attempts to reach the subscriber by first alerting the number at which the subscriber was last reached. If no answer is received, the feature alerts the next number in the sequence.

Answer: A

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