

# Latest Version: 6.0

## Question: 1

Which features can be added to a Real-Time report in Avaya Workspaces?

(Choose Two)

Response:

- A. Agent status indicators
- B. Customer satisfaction scores
- C. Call duration statistics
- D. Predictive customer needs analysis

**Answer: A,C**

## Question: 2

When creating Dossier reports, what unique feature can be utilized to enhance data presentation?

Response:

- A. Real-time updating of data
- B. Integration with external data sources
- C. Advanced graphical data representations
- D. Automated data cleansing processes

**Answer: C**

## Question: 3

How can a supervisor initiate communication with an agent in Avaya Workspaces?

Response:

- A. By sending a direct message through the workspace chat feature
- B. By configuring the agent's phone settings remotely
- C. By sending an email to the agent
- D. By using an external communication tool

**Answer: A**

## Question: 4

Which feature allows a supervisor to provide real-time feedback to an agent during a call?

Response:

- A. Call transfer
- B. Silent monitoring
- C. Whisper coaching
- D. Call recording

**Answer: C**

## Question: 5

What is the main benefit of using the Call Recording feature in Avaya Workspaces?

Response:

- A. To archive customer interaction data for future reference and quality assurance
- B. To generate real-time reports
- C. To configure agent workstations
- D. To handle billing processes

**Answer: A**

## Question: 6

When using the Proactive Outreach feature, what must be ensured for compliance with communication regulations?

(Choose Two)

Response:

- A. Opt-in by customers for receiving communications
- B. Use of pre-recorded messages for all interactions
- C. Regular updates to the outreach strategy
- D. Transparency about the nature of the outreach

**Answer: A,D**

## Question: 7

How does creating Dossier reports benefit strategic decision-making?

Response:

- A. By compiling comprehensive data across multiple interactions
- B. By limiting data to only recent interactions
- C. By automatically deciding agent shifts
- D. By focusing exclusively on external data

**Answer: A**

## Question: 8

In what way can supervisors customize Historical Reports to better assess agent performance over time?

Response:

- A. By incorporating peer comparison metrics
- B. By excluding data older than one month
- C. By focusing solely on positive performance indicators
- D. By including only high-priority interactions

**Answer: A**

## Question: 9

When a supervisor uses the "barge-in" feature, what happens?

Response:

- A. The call is recorded automatically
- B. The supervisor can join the call and interact with both the agent and the customer
- C. The call is transferred to another agent
- D. The call is placed on hold

**Answer: B**

## Question: 10

What is an effective use of monitoring features for coaching agents in Avaya Workspaces?

Response:

- A. To provide instant feedback during calls
- B. To reduce the frequency of coaching sessions
- C. To replace traditional training methods

D. To solely focus on underperforming agents

**Answer: A**