

# Avaya 5304

## Workforce Management Implementation and Maintenance

**Questions&AnswersPDF**

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## Question: 1

How is adherence data typically collected in Avaya Workforce Management?

Response:

- A. Through manual entry by supervisors
- B. Via integration with external time-tracking systems
- C. Using biometric scanners
- D. By monitoring network traffic

**Answer: B**

## Question: 2

In Avaya Workforce Management, which component is configured to collect data from external systems?

Response:

- A. Data Source
- B. Data Group
- C. Data Adapter
- D. Data Collector

**Answer: A**

## Question: 3

In Avaya Workforce Management, where can you view and manage activity types?

Response:

- A. Activity Manager
- B. Configuration Console
- C. Activity Dashboard
- D. Activity Viewer

**Answer: A**

### Question: 4

Why are logs crucial for troubleshooting performance issues in a database system?

Response:

- A. They provide real-time data about system usage and errors
- B. They simplify the user interface
- C. They reduce data transmission speeds
- D. They store redundant system data

**Answer: A**

### Question: 5

Which step is NOT part of the process for installing and configuring adapters in Avaya Workforce Management?

Response:

- A. Downloading the adapter package
- B. Configuring adapter settings
- C. Mapping data sources
- D. Creating user accounts

**Answer: D**

### Question: 6

What is the primary function of adapters in Avaya Workforce Management?

Response:

- A. To enhance security
- B. To facilitate data exchange between systems
- C. To provide backup services
- D. To manage user permissions

**Answer: B**

### Question: 7

To configure the Scorecard Adapter, which parameter must be specified?

Response:

- A. Adapter version
- B. Scorecard ID
- C. Data source URL
- D. Integration key

**Answer: C**

### Question: 8

Which type of adapter is typically required for the Scorecard application in Avaya Workforce Management?

Response:

- A. Data Collection Adapter
- B. Performance Adapter
- C. Scorecard Adapter
- D. Integration Adapter

**Answer: C**

### Question: 9

Why is it important to install and configure adapters correctly in a WFM system?

Response:

- A. To ensure the aesthetics of the interface are maintained
- B. To minimize the functionality of the system
- C. To enable seamless integration and communication between systems
- D. To restrict data access to administrators only

**Answer: C**

### Question: 10

Which tool is typically used to manage integration packages in Avaya Workforce Management?

Response:

- A. Package Manager
- B. Integration Console
- C. Integration Manager

D. Package Installer

**Answer: C**



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