



AVAYA 33160X

Avaya Workforce Engagement Support Certification Questions & Answers

Exam Summary – Syllabus – Questions

33160X

[Avaya Workforce Engagement Support \(ACSS-3308\)](#)

68 Questions Exam – 68% Cut Score – Duration of 90 minutes

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Know Your 33160X Certification Well:

The 33160X is best suitable for candidates who want to gain knowledge in the Avaya Services. Before you start your 33160X preparation you may struggle to get all the crucial Workforce Engagement Support materials like 33160X syllabus, sample questions, study guide.

But don't worry the 33160X PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the 33160X syllabus?
- How many questions are there in the 33160X exam?
- Which Practice test would help me to pass the 33160X exam at the first attempt?

Passing the 33160X exam makes you Avaya Workforce Engagement Support. Having the Workforce Engagement Support certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Avaya 33160X Workforce Engagement Support Certification Details:

Exam Name	Avaya Workforce Engagement Support
Exam Code	33160X
Exam Price	\$125 USD
Duration	90 minutes
Number of Questions	68
Passing Score	68%
Recommended Training	Avaya Learning Center
Exam Registration	PEARSON VUE
Sample Questions	Avaya 33160X Sample Questions

Practice Exam	Avaya Workforce Engagement Support (ACSS-3308) Practice Test
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33160X Syllabus:

Section	Objectives
Architecture	<ul style="list-style-type: none"> - Describe Avaya Contact Recorder Advanced, Archive, and Avaya Workforce Engagement System Architecture. - Explain Avaya Contact Recorder Advanced and Avaya Workforce Engagement Integrations.
Installation	<ul style="list-style-type: none"> - Describe how to install Avaya Workforce Engagement Framework.
Configuration	<ul style="list-style-type: none"> - Describe the process to configure Avaya Workforce Engagement System. - Describe how to configure Avaya Contact Recorder Advanced on Avaya Workforce Engagement. - Describe how to configure Archive.
Administration	<ul style="list-style-type: none"> - Explain administrative tasks in Avaya Workforce Engagement.
Maintenance	<ul style="list-style-type: none"> - Demonstrate how to maintain Avaya Workforce Engagement and Avaya Contact Recorder Advanced. - Identify the steps to backup and restore an Avaya Workforce Engagement. - Identify the steps to upgrade and migrate Avaya Workforce Engagement.
Troubleshooting	<ul style="list-style-type: none"> - Troubleshoot Avaya Workforce Engagement. - Troubleshoot Avaya Contact Recorder Advanced.

Avaya 33160X Sample Questions:

Question: 1

During the installation of Avaya Workforce Engagement Framework, what security measure should be implemented to protect data?

(Choose Two)

- a) Use of strong passwords
- b) Configuring SSL certificates
- c) Disabling firewalls
- d) Enabling guest access

Answer: a, b

Question: 2

How does Avaya Workforce Engagement System utilize recorded calls for performance improvement?

- a) By analyzing call durations
- b) By providing detailed call analytics for training and coaching
- c) By routing calls to the most experienced agents
- d) By storing calls in a cloud-based system

Answer: b

Question: 3

What is a critical consideration when selecting the server hardware for Avaya Workforce Engagement Framework? (Choose Two)

- a) Processor speed
- b) Brand of the server
- c) Compatibility with other Avaya products
- d) Warranty period

Answer: a, c

Question: 4

How does the Avaya Workforce Engagement System enhance workforce productivity?

- a) By providing real-time call analytics
- b) By integrating with CRM systems for better customer insights
- c) By offering tools for performance evaluation and coaching
- d) By automating call routing and distribution

Answer: c

Question: 5

During a system migration, what is the most critical data to transfer to ensure continuity?

- a) User profiles
- b) System logs
- c) Recorded calls
- d) Configuration settings

Answer: d

Question: 6

What are the key steps involved in integrating Avaya Workforce Engagement Framework with existing telephony systems? (Choose Three)

- a) Configuring the telephony settings
- b) Updating firmware on all devices
- c) Installing necessary drivers
- d) Setting up call recording parameters
- e) Ensuring network connectivity

Answer: a, d, e

Question: 7

Which tools are most effective for monitoring and troubleshooting real-time performance in Avaya Workforce Engagement?

- a) Performance monitoring tools, real-time analytics, system logs
- b) Storage management tools, user access reports, backup logs
- c) Network diagnostic tools, firewall settings, encryption logs
- d) Call duration logs, user activity reports, retention period settings

Answer: a

Question: 8

When should an administrator perform a system health check in Avaya Workforce Engagement?

- a) Quarterly
- b) Daily
- c) Weekly
- d) Monthly

Answer: b

Question: 9

When a user cannot access the Avaya Workforce Engagement portal, which troubleshooting step should be taken first?

- a) Reset the user's password
- b) Reboot the server
- c) Check network connectivity
- d) Reinstall the software

Answer: c

Question: 10

Why is it important to verify codec compatibility when troubleshooting recording issues in Avaya Contact Recorder Advanced?

- a) To extend data retention periods
- b) To minimize system load
- c) To increase call recording capacity
- d) To ensure proper audio encoding and decoding

Answer: d

Study Guide to Crack Avaya Workforce Engagement Support 33160X Exam:

- Getting details of the 33160X syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the 33160X exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Avaya provided training for 33160X exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the 33160X sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on 33160X practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for 33160X Certification

Make NWExam.com your best friend during your Avaya Workforce Engagement Support exam preparation. We provide authentic practice tests for the 33160X exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual 33160X exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the 33160X exam.

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<https://www.nwexam.com/avaya/33160x-avaya-workforce-engagement-support>