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Avaya 60370T

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Latest Version: 6.0

Question: 1

What enables proactive outreach campaigns to automatically adjust their strategies based on customer interaction?

Response:

- A. Real-time analytics
- B. Pre-defined rules
- C. Agent feedback
- D. Customer surveys

Answer: A

Question: 2

In advanced configuration, what is the role of managing filters related to customer demographics?

Response:

- A. To ensure all customers receive the same experience
- B. To tailor interactions to meet specific demographic needs
- C. To collect demographic data for regulatory purposes
- D. To simplify reporting on customer interactions

Answer: B

Question: 3

What are the key elements to focus on when administering holiday schedules in campaign management?

(Select two)

Response:

- A. Assessing the impact on campaign coverage
- B. Aligning with peak industry periods
- C. Maintaining minimal operational staffing
- D. Coordinating with marketing events

Answer: A,D

Question: 4

How does customizing campaign strategies impact campaign outcomes?

Response:

- A. Increases customer engagement
- B. Reduces the complexity of campaigns
- C. Limits the scalability of campaigns
- D. Decreases the need for agent intervention

Answer: A

Question: 5

Which features should be considered when customizing campaign strategies to enhance customer interaction?

(Select three)

Response:

- A. Behavioral triggers based on customer actions
- B. Time-of-day adjustments for campaign messages
- C. Automated response handling for FAQs
- D. Personalized content delivery based on past purchases

Answer: A,B,D

Question: 6

In Proactive Outreach, which tool is used to manage and analyze the effectiveness of contact lists?

Response:

- A. Contact Analyzer
- B. Campaign Monitor
- C. Data Management Tool
- D. List Efficiency Tool

Answer: A

Question: 7

Which functionality within Proactive Outreach allows for the customization of how campaigns handle different customer responses?

Response:

- A. Contact List management
- B. Rules Editor
- C. File Splitter
- D. Campaign Wizard

Answer: B

Question: 8

Which aspect of Proactive Outreach involves configuring how contact information is presented to agents during calls?

Response:

- A. Contact List creation
- B. Agent Script management
- C. Campaign scheduling
- D. DNC List integration

Answer: B

Question: 9

How frequently should contact lists and DNC lists be updated to maintain campaign effectiveness?

Response:

- A. Weekly
- B. Monthly
- C. Quarterly
- D. Annually

Answer: B

Question: 10

How does integrating custom campaign strategies with existing CRM systems benefit outreach efforts?

Response:

- A. Enables automated data entry

- B. Enhances the targeting accuracy
- C. Reduces the need for manual interventions
- D. Increases the speed of campaign execution

Answer: B

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