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## 練習題

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**Exam : 67200T**

**Title :** Administering Avaya IP  
Office Platform R11  
Specialized

**Version : DEMO**

1.What are the benefits of correctly administering incoming call routes in a web management system?

- A. Enhanced user experience
- B. Decreased operational costs
- C. Increased traffic to the website
- D. Simplified compliance with regulations

**Answer: AB**

2.Which outcomes are associated with well-managed incoming call routes and short codes? (Choose Two)

- A. Improved customer satisfaction
- B. Reduced need for IT support
- C. Increased operational efficiency
- D. Enhanced graphic design of web interfaces

**Answer: AC**

3.What is the primary purpose of configuring short codes in Avaya IP Office?

- A. To manage call queues
- B. To define user rights
- C. To create speed dials and feature access codes
- D. To route incoming calls

**Answer: C**

4.What is the impact of user configuration errors in a web management system?

- A. Increased marketing effectiveness
- B. Unintended access breaches
- C. Enhanced data analytics
- D. Inaccurate reporting of system usage

**Answer: BD**

5.Which type of group can be used for distributing incoming calls evenly among members?

- A. Sequential Group
- B. Collective Group
- C. Rotary Group
- D. Hunt Group

**Answer: D**