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Vendor:Avaya

Exam Code:7492X

Exam Name:Avaya Aura® Call Center Elite Support
Exam

Version:Demo

QUESTION 1

A customer with multiple locations wants to effectively balance the call load among agents at the various sites.

Which call center feature can provide this capability?

- A. Business Advocate (BA)
- B. Best Service Routing (BSR)
- C. Network Call Redirection (NCR)
- D. Least Occupied Agent (LOA)

Correct Answer: B

Reference: https://downloads.avaya.com/elmodocs2/comm_mgr/r3/pdfs/07_300301_1.pdf (114)

QUESTION 2

Which set of Vector Directory Number (VDN)/Vector types are used for multi-site Best Service Routing (BSR)?

- A. Interflow, Outflow, and 1st Available
- B. Primary, Status poll, and Outflow
- C. Status poll, Interflow, and 1st available
- D. Primary, Status poll, and Interflow

Correct Answer: D

QUESTION 3

Given the following conditions: In the lousiness Advocate configuration During call surplus conditions If calls are waiting when an agent becomes available The agent's selection method is Percent Allocation How will the Communication Manager Interpret the highest priority call?

- A. As the highest skill level and the highest ratio of CWT/SO or PWT/SO
- B. As the highest skill level and the longest CW1 or PWI
- C. As the longest CWT or PWI
- D. As the oldest call waiting that best maintains the administered target allocations for all skills

Correct Answer: A

QUESTION 4

In a multi-site Best Services Routing (BSK) configuration, what is the purpose of the Status Poll vector?

- A. The vector is activated when the given remote server is the best available.
- B. The vector contacts the specified remote servers, and collects information from that remote server.
- C. The vector compares skills at its location and replies to the origin server with information on the best of these skills and estimated wait times (EWT).
- D. The vector queues the call to the resource that is likely to provide the best service.

Correct Answer: B

Reference: http://btbusiness.custhelp.com/euf/assets/TelephoneSystems/Avaya/CallCentre/07_300303_1.pdf

QUESTION 5

You have been asked to remove an existing hunt group 10 in the Call Center Elite system. The hunt group is associated with Group type of EAD-MIA, and multiple vectors are referencing this hunt group. Which command would be the start point?

- A. list usage hunt-group 10
- B. list hunt group 10
- C. list usage extension xxxx(Where xxxx is the extension number)
- D. remove hunt-group 10

Correct Answer: B

QUESTION 6

Refer to the exhibit.

This is an example of the Status Poll Vector on the remote system.

1. consider skill 20 pri m adjust by 0
2. consider skill 11 pri m adjust by 0
3. reply best

The reply-best vector command is applied to which BSR VDN/Vector?

- A. Status Poll Vector
- B. Primary Vector
- C. Interflow vector

D. Adjunct Vector

Correct Answer: A

QUESTION 7

A customer wants to routinely monitor their vectors for unexpected results. How should they monitor their results?

- A. Use the System Maintenance > Reports > Error Log report in the Call Management System
- B. Use the list history command in the Communication Manager
- C. Use the display events command in the Communication Manager
- D. Use the Exceptions > Reports > Vector Exceptions in the Call Management System

Correct Answer: C

QUESTION 8

What are the three consideration requirements for the deployment of Network Call Deflection? (Choose

- A. The second leg of the call is set up by the redirecting Communication Manager.
- B. Network Call Deflection is only available In Europe and must be compliant with ETSI Supplementary Service Network Call Deflection.
- C. Announcement, collect digits, converse-on, wait for hearing music, wait for the hearing announcement, ringback, or silence cannot be used for NCD.
- D. NCD by the PSTN can occur only if the incoming call to the Avaya Aura Communication Manager is not answered.
- E. A route-to number r 13035485103 must be used in vector step processing and Net Redir=y in the BSR Application plan.

Correct Answer: ACE

QUESTION 9

What are two call vectoring command failures for "adjunct routing"? (Choose two.)

- A. The VDN\'s COR does not permit routing to the adjuncts applied destination.
- B. The specified agent is not logged into the specified split for a direct agent call.
- C. The VDN\'s COS-group does not have Console Permission set to y.
- D. The CTI link can be any Identifier.

Correct Answer: AB

Reference: [https://downloads.avaya.com/css/P8/documents/101050308\(18\)](https://downloads.avaya.com/css/P8/documents/101050308(18))

QUESTION 10

Which two vector variable types are strictly global in scope? (Choose two.)

- A. stepcnt
- B. dow
- C. value
- D. ani
- E. collect

Correct Answer: CE

QUESTION 11

A customer has calls coming into their contact center constantly. They do not want their customers to be waiting long before their call is answered, even if it is answered at a different site. Which two features should be used in the vectors to ensure that all calls are answered in a timely fashion? (Choose two.)

- A. Network Call Redirection
- B. Look-ahead Interflow
- C. Virtual Outflow
- D. Enhanced Look-ahead Interflow

Correct Answer: BD

Reference: <https://downloads.avaya.com/css/P8/documents/100081982> (9, 10)

QUESTION 12

What would trigger a vector event error?

- A. When vector processing reaches the maximum 1000 steps allowed
- B. When vector processing reaches the- maximum 100 steps allowed
- C. Misdirected calls
- D. Call Denial

Correct Answer: C

