

Avaya

7492X

Avaya Aura Call Center Elite Support Exam

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Version = Product



Question: 1

The call center has recently converted from 4 to 5 digit extensions. Since the conversion, callers to the Spanish Customer Service skill report that they can no longer reach a specific agent in the call center, even if they know the extension number.

Which two commands would provide information to isolate the problem? (Choose two.)

- A. Display events extension
- B. Display events vector
- C. List trace vector
- D. List trace extension

Answer: BD

Question: 2

Which three statements are true about virtual routing? (Choose three.)

- A. CTI is a required component for multi-site configuration
- B. Virtual routing allows the call centers to be transparent, and act as a virtual call center that is transparent to the user
- C. Virtual routing involves only contacts that are non-voice related such as email and chat
- D. Virtual routing can be implemented in single-site or multi-site configuration
- E. Virtual routing determines where to route the call according to the criteria: Look-ahead interflow or Advanced look-ahead interflow

Answer: BCE

Question: 3

Best Service Routing (BSR) allows adjusting the idle time of agents when determining agent selection. You are considering the step adjustment set to 20 for a given location.

Which statement about agent adjustments for the considered location step is true?

- A. The agent's idle time is adjusted up by 20%, unless the idle time is greater than 100 seconds at which point is adjusted up by 20 seconds
- B. The agent's idle time is decreased by 20 seconds, unless the idle time is greater than 100 seconds at which point it is decreased by 20%
- C. The agent's idle time is always adjusted down by 20 seconds
- D. The agent's idle time is always adjusted up by 20 seconds

Answer: B

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.

Answer: B

Reference:

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

Question: 5

In which document can the events table be found?

- A. Troubleshooting Avaya Aura® Call Center Elite
- B. Programming Call Vectoring Features in Avaya Aura® Call Center Elite
- C. Administrator Guide for Avaya Communication Manager
- D. Feature Description and Implementation for Avaya Communication Manager

Answer: C

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

Answer: A

Question: 7

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.

Answer: ACE

Question: 8

To activate and use Best Services Routing (BSR) Available Agent Adjustment, which two must be configured In the Avaya AuraCM Elite Call Center? (Choose two.)

- A. The BSR Application ID must be set in the VDN form.
- B. Set the Available Agent Adjustments tor BSR to y in the System Parameters Feature form.
- C. The Available Agent Adjustments for BSR must be set to YES on System-Parameters Customer Options.
- D. Percent Allocation in the Business Advocate feature must be enabled.

Answer: CD

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