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Avaya Aura Call Center Elite Implementation Exam

Avaya 7392X

Version Demo

Total Demo Questions: 10

Total Premium Questions: 63

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QUESTION NO: 1

Which two benefits to a Call Center does the Call Vectoring feature provide? (Choose two.)

- A. The ability to change the skills assigned to an agent
- B. The conditional call treatment or routing based on parameters such as time of day, day of holidays, etc.
- C. The ability for an agent to answer multiple Automatic Call Distribution (ACD) calls
- D. The ability for supervisors to monitor an agent's ACD calls
- E. The customized handling of incoming calls via programmed commands

ANSWER: B E

QUESTION NO: 2

Which two statements describe the benefits of using Expert Agent Selection (EAS)? (Choose two.)

- A. It improves agent performance as supervisors have the option to have agents handle calls based on either skill level or greatest need.
- B. It provides basic reporting on Vectors, Agents, and Trunk Groups.
- C. It facilitates routing of incoming calls to a Voice Response Unit to facilitate self-service.
- D. It provides options for selecting among available agents with the same skill.
- E. It enables recorded announcements to be played to incoming calls.

ANSWER: A D

QUESTION NO: 3

Which component handles the featured of Avaya Aura® Call Center Elite?

- A. Presence Services
- B. Media Server
- C. Session Manager

D. Communication Manager

ANSWER: D

QUESTION NO: 4

Which option describes a feature access code?

- A. any group of 1 to 4 digits which can include asterisk (*) and pound (#) signs at the beginning
- B. any group of 1 to 6 digits
- C. any group of 1 to 4 digits where an "*" (asterisk) can appear anywhere
- D. any group of digits and asterisks (*) or pound signs (#)

ANSWER: A

QUESTION NO: 5

Which two functions do Vector Directory Numbers (VDNs) perform in a call center? (Choose two.)

- A. VDNs ensure that agents can originate and terminate calls.
- B. VDNs interpret the skills an agent has.
- C. VDNs route calls by pointing to a vector.
- D. VDNs define the call flow through the call center.
- E. VDNs pass parameters to the vector for processing.

ANSWER: C E

QUESTION NO: 6

Which form displays the total number of Automatic Call Distribution (ACD) agents that can be logged in simultaneously?

- A. System-Parameters Security
- B. Special System Parameters
- C. System-Parameters Customer-Options

D. Feature-Related System Parameters

ANSWER: C**QUESTION NO: 7**

Refer to the exhibit.

Prnmsry Inconing VDN/Vector

VECTOR DIRECTORS NUMBER

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VECTOR DIRECTORY NUMBER

Extension: 7202

Name*: High Rollers

Destination: Vector Number 1997

Attendant Vectoring? n

Meet-me Conferencing? n

Allow VDN Override? n

COR: 1

TN*: 1

Measured: none

Service objective (sec): 20

VDN of Origin Annc. Extension*:

1* Skill*: 1

change vector 1997

Page 1 of 6

CALL VECTOR

Number: 1997 Name: High Rollers

01 wait-time 0 secs hearing music

02 queue-to skill 1* pri h

03 announcement 8613

04 wait-time 30 secs hearing music

05 goto step 3 if unconditionally

7201

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VECTOR DIRECTORY NUMBER

Extension: 7202

Name*: High Rollers

Destination: Vector Number 1997

Attendant Vectoring? n

Meet-me Conferencing? n

Allow VDN Override? n

COR: 1

TN*: 1

Measured: none

Service objective (sec): 20

VDN of Origin Annc. Extension*:

1* Skill*: 1

change vector 1997

Page 1 of 6

CALL VECTOR

Number: 1997

Name: High Rollers

01 wait-time 0 secs hearing music

02 queue-to skill 1* pri h

03 announcement 8613

04 wait-time 30 secs hearing music

05 goto step 3 if unconditionally

Name': ABC

Rentals Vector Number

1998

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VECTOR DIRECTORY NUMBER

Extension: 7202

Name*: High Rollers

Destination: Vector Number 1997

Attendant Vectoring? n

Meet-me Conferencing? n

Allow VDN Override? n

COR: 1

TN*: 1

Measured: none

Service objective (sec): 20

VDN of Origin Annc. Extension*:

1* Skill*: 1

change vector 1997

Page 1 of 6

CALL VECTOR

Number: 1997

Name: High Rollers

01 wait-time 0 secs hearing music

02 queue-to skill 1* pri h

03 announcement 8613

04 wait-time 30 secs hearing music

05 goto step 3 if unconditionally

CALL VECTOR

Number: 1996 Name: Variable A

Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n
Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI
Routing? y
Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y
Variables? y 3.0 Enhanced? y

01 set A = B CATL 9432

VARIABLES FOR VECTORS

Var	Description	Type	Scope	Length	Start	Assignment	VAC
A	XYZ	collect		L		4	3
B	ABC	collect		G		5	1 87654

Meet-me

Allow VDN Override? Y

COR: I

Measured: intorual

Acceptable Rervice Level (sec): 20

Service Objective (sec): 20

CALL VECTOR

Number: 1996 Name: Variable A

Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n
Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI
Routing? y
Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y
Variables? y 3.0 Enhanced? y

01 set A = B CATL 9432

VARIABLES FOR VECTORS

Var	Description	Type	Scope	Length	Start	Assignment	VAC
A	XYZ	collect			L	4	3
B	ABC	collect			G	5	1 87654

VDN Origin Annc.

1•9kill*: 10

CALL VECTOR

Number: 1998 Name: ABC Rental

01 wait-time secs hearing music

Evaluation only.
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VECTOR DIRECTORY NUMBER

Extension: 7202

Name*: High Rollers

Destination: Vector Number 1997

Attendant Vectoring? n

Meet-me Conferencing? n

Allow VDN Override? n

COR: 1

TN*: 1

Measured: none

Service objective (sec): 20

VDN of Origin Annc. Extension*:

1* Skill*: 1

change vector 1997

Page 1 of 6

CALL VECTOR

Number: 1997

Name: High Rollers

01 wait-time 0 secs hearing music

02 queue-to skill 1* pri h

03 announcement 8613

04 wait-time 30 secs hearing music

05 goto step 3 if unconditionally

02 step B

if ani

in 'table 1 (a match is

03 skill 1" pri 1

04 announcement 8613

405 wait-time 90 secs hearing music

06

07 stop

step

if unconditionally

08 number 7202

09

with cov n if unconditionally

Interflow VDN/Vector:

VECTOR DIRECTORY NUMBER

Extension: 7202

Name*: High Rollers

Destination: Vector Number 1997

Attendant Vectoring? n

Meet-me Conferencing? n

Allow VDN Override? n

COR: 1

TN*: 1

Measured: none

Service objective (sec): 20

VDN of Origin Annc. Extension*:

1st Skill*: 1

change vector 1997

Page 1 of 6

CALL VECTOR

Number: 1997 Name: High Rollers

01 wait-time 0 secs hearing music

02 queue-to skill 1st pri h

03 announcement 8613

04 wait-time 30 secs hearing music

05 goto step 3 if unconditionally

A call center administrator has devised a way to provide special treatment for high profile customers, by filtering these agent's Automatic Number Identification (ANI) using a vector routing table, and interflowing these calls to be queued at a higher priority. Unfortunately, after the new VDN/vector steps were implemented, those customers are queuing to the incorrect group of agents.

What would be the reason for this?

- A. VDN Override on VDN 7202 is set to no
- B. VDN Override on VDN 7201 is set to yes
- C. The caller has blocked his calling party number, a match cannot be found, and call processing for this call will cease
- D. No agents are staffed in skill 1

ANSWER: A

QUESTION NO: 8

Direct Agent calls are not getting counted correctly In the Call Management System (CMS). What must be administered so that Direct Agent calls are measured properly?

- A. Class of Restriction (COR)
- B. Class of Service (COS)
- C. skill-level
- D. ead-mla

ANSWER: A

QUESTION NO: 9

What are the four mandatory and optional parameters in a Vector Directory Number (VDN) configuration? (Choose four.)

- A. Vector
- B. Measured Format
- C. Agent Login
- D. Skill Preferences
- E. Extension
- F. Hunt Group

ANSWER: A B D E

QUESTION NO: 10

What are three capabilities of Avaya Aura® Media Server? (Choose three.)

- A. High Availability
- B. TDM Interfaces for digital and analog stations and trunks
- C. Virtualization
- D. Can be shared with multiple CM's
- E. Has the capacity of up to 1000 AAMS

ANSWER: A B C