

DUMPS ARENA

Avaya Aura Call Center Elite Implementation and Maintenance

Avaya 3304

Version Demo

Total Demo Questions: 10

Total Premium Questions: 69

Buy Premium PDF

<https://dumpsarena.co>

sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

You need to troubleshoot Best Services Routing vectors to verify that they are operating as intended.

Which two commands would you use to do this? (Choose two.)

- A. list trace tac
- B. list trace stations
- C. list trace vector
- D. list trace trunk

ANSWER: A C**QUESTION NO: 2**

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: 3**

A very large contact center needs to have several agents logged into as many as 20 skills simultaneously as a backup.

Which feature must be licensed to allow for this number of assignments?

- A. Expert Agent Selection (EAS)
- B. EAS Preference Handling Distribution (EAS PHD)
- C. Service Level Maximizer (SLM)

D. Business Advocate (BA)

ANSWER: B

Explanation:

: Reference Avaya Aura™ Call Center Feature Reference 6.0 page 28

QUESTION NO: 4

Agents/Supervisors want to have the ability to login/logout of splits/skills, change their work mode, and perform service observing.

What is used to facilitate this ability?

- A. Business Advocate (ISA)
- B. Skill Assignment
- C. Feature Access Codes (FACs)
- D. Dial Access Plan

ANSWER: C

QUESTION NO: 5

A supervisor like a summary report from Basic Communication Management System (BCMS) and is not sure what data items are available for this report.

Which three objects are available for a summary report? (Choose three)

- A. hunt
- B. trunk
- C. skill
- D. vdn
- E. station

ANSWER: B C D

Explanation:

: Reference 07-300061 BCMS Operations Page 54

QUESTION NO: 6

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

ANSWER: D**QUESTION NO: 7**

A customer wants the ability to request unavailable agents for a specific skill, and have those agents be made available to take calls?

What calls center feature can provide this ability?

- A. Multiple Call Handling (MCH)
- B. Best Service Routing (BSR)
- C. VuStats
- D. Interruptible Aux Work

ANSWER: D**Explanation:**

: Reference Communication Manager Overview page 23

QUESTION NO: 8

Which two results are modified using "adjust by" when configuring Best Service Routing (BSR)? (Choose two)

- A. It modifies the skill EWT.
- B. It allows the preferences in vectors to be programmed.
- C. It modifies the agent idle time.
- D. It adjusts the skill ASA.

ANSWER: A B

QUESTION NO: 9

Which two statements about Automatic Call Distribution (ACD) with Expert Agent Selection (EAS) disabled are true? (Choose two.)

- A. Agents should log in manually to each split.
- B. Agents could be logged in to 20 splits maximum.
- C. Splits could be measured by Basic Call Management System (BCMS).
- D. After an ACD-call, an agent will automatically change its state to AUX.

ANSWER: A C

Explanation:

: Reference Avaya Aura™ Call Center 6.0 Overview Page 18

QUESTION NO: 10

A customer wants to avoid an abandoned Call if an agent leaves their position, and an Incoming automatic call distribution (ACD) call rings at the agent's phone.

Which call center feature provides this capability?

- A. Variable in Vectors
- B. Adjunct Routing
- C. Forced Agent Logout from the After Call Work (ACW) mode
- D. Redirection on No Answer (RONA)

ANSWER: D

Explanation:

: Reference Administering Avaya Aura™ Call Center Features 6.0 Page 223