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Avaya Aura Call Center Elite Implementation and Maintenance

Avaya 3304

Version Demo

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QUESTION NO: 1

Which two statements describe the benefits of the Business Advocate (BA) feature?

(Choose two.)

A. It enables routing of calls to the agent that is most idle.

B. It dynamically matches a customer to an optimal agent.

C. It provides conditional routing of calls to agent queues.

D. It allows for dynamic reporting of call center activities in custom methods.

E. It uses advanced algorithms to efficiently route calls to agents.

ANSWER: B E

Explanation:

Business Advocate is an Avaya Aura Call Center Elite capability designed to improve how contacts are assigned when more than one suitably skilled agent or queue resource is available. It dynamically matches a customer to an optimal agent by considering the configured business objective and current contact-center conditions, rather than relying solely on a simple, static distribution sequence. This supports treatment that better aligns an incoming customer contact with the most appropriate available resource.

Business Advocate also uses advanced algorithms to efficiently route calls to agents. Its routing logic is intended to make real-time decisions that balance service objectives and resource utilization, helping the call center apply configured priorities while adapting to changing queue and agent availability conditions. The feature therefore provides intelligent, goal-oriented routing behavior for appropriately administered vectors, skills, and agent resources.

Avaya documents Business Advocate as part of the Call Center Elite feature set and its call-routing capabilities. See the Avaya Documentation portal and the Avaya Support site for the applicable Call Center Elite Feature Reference documentation and release-specific administration details.

QUESTION NO: 2

An Expert Agent Selection (EAS) agent is assigned level 1 for skill 25 and level 8 for skill 25 on another agent.

When skill level is used for call distribution, which agent has the higher proficiency for calls queued to skill 25?

A. The agent assigned skill level 1

B. The agent assigned skill level 8

C. Both agents have the same proficiency because they share the skill

D. The agent with the longest idle time always has the higher proficiency

ANSWER: A

Explanation:

The agent assigned **skill level 1** has the higher proficiency. In EAS administration, lower skill-level numbers indicate greater proficiency and a higher priority for receiving calls when a distribution method uses skill level. An agent at level 1 is therefore considered before an otherwise eligible agent at level 8 for calls requiring the same skill.

Skill levels allow a contact center to differentiate specialized agents from backup or less experienced agents while keeping both available for the same type of call. See the Avaya Documentation portal and Avaya Support for Communication Manager and Call Center Elite administration documentation.

QUESTION NO: 3

A contact center wants calls distributed to the eligible agent with the lowest percentage of time spent on ACD calls.

Which hunt group call distribution method should be administered?

A. ddc

B. circ

C. ucd-mia

D. ucd-loa

E. ead-mia

ANSWER: D

Explanation:

Uniform Call Distribution-Least Occupied Agent (UCD-LOA) is the correct distribution method. UCD-LOA selects from eligible agents according to occupancy, favoring the agent with the lowest measured ACD occupancy rather than the agent who has simply been idle for the longest time.

This method is appropriate when the business wants to balance ACD workload using each agent's recent occupied time. It differs from UCD-MIA, which uses the length of the current idle period as its primary selection criterion. Avaya hunt-group distribution documentation is available through Avaya Documentation and Avaya Support.

QUESTION NO: 4

Which three monitor commands are available with Basic Call Management System

(BCMS)? (Choose three)

A. Monitor bcms agent

B. Monitor bcms skill

C. Monitor bcms split

D. Monitor bcms system

E. Monitor bcms vector

ANSWER: B C E

Explanation:

BCMS provides real-time monitoring commands for the principal call-center entities that BCMS tracks. **Monitor bcms skill** displays current activity and agent-performance data for a skill. This allows supervisors and administrators to view measures such as staffed agents, calls waiting, call handling activity, and service-level-related data for that skill. **Monitor bcms split** supplies the corresponding real-time view for a split/skill configuration, which is particularly relevant in configurations using split-based administration. **Monitor bcms vector** provides real-time monitoring of vector processing and calls associated with the selected vector, helping administrators observe call flow through vector-controlled treatment and routing.

These commands are part of the BCMS real-time monitoring command set available through the Communication Manager System Access Terminal interface. The applicable command depends on whether the administered call center is organized around skills, splits, or vectors, but each command is a valid BCMS monitor command. Avaya's BCMS documentation describes the real-time BCMS monitor facilities and their use in call-center supervision and troubleshooting. See the Avaya Call Center Basic Call Management System documentation and the Avaya Support documentation portal for product documentation and release-specific command details.

QUESTION NO: 5

A customer wants to routinely monitor their vectors for unexpected results.

How would they monitor their results?

A. In the Communication Manage (CM), use the list history command.

B. In the CM, use the display events command.

C. In Call Management System (CMS), use the System Maintenance > Reports > Error Log Report

D. In CMS, use the Exceptions > Reports > Vector Exceptions.

ANSWER: D

Explanation:

In CMS, use the Exceptions > Reports > Vector Exceptions. This report is specifically intended for ongoing monitoring of vector processing and identifies vectors that have generated exception conditions. It gives an administrator a focused way to review unexpected vector behavior, investigate the relevant call-handling logic, and identify patterns that may require correction before they affect service levels or customer experience. Because the requirement is to routinely monitor vectors for unexpected results, an exceptions report is the appropriate operational reporting mechanism: it consolidates the relevant abnormal conditions into a report that can be reviewed on a scheduled basis. CMS is Avaya's reporting and monitoring application for call-center activity, including vector-related exception reporting and historical analysis. Avaya documentation and product resources for CMS are available through the Avaya Documentation portal; product documentation, support notices, and downloads can also be located through Avaya Support. Using the Vector Exceptions report as part of regular CMS administration helps the customer detect and analyze vector issues systematically, rather than relying on an ad hoc, real-time diagnostic view.

QUESTION NO: 6

Which three statements describe Expert Agent Selection (EAS)? (Choose three.)

A. An agent login ID is associated with a station when the agent logs in

B. An agent can be assigned to multiple skills

C. Skill levels can identify an agent's relative proficiency

D. An agent login ID is permanently tied to one station extension

E. Agents must log in separately to every skill

ANSWER: A B C

Explanation:

EAS uses an **agent login ID** that is associated with a station when the agent logs in. It permits an agent to be **assigned to multiple skills**, allowing the same agent to handle different contact types. EAS also supports **skill levels**, which identify an agent's relative proficiency for each assigned skill and can influence call selection when skill-level distribution is used.

EAS does not permanently bind the agent identity to one physical telephone. The agent login and skill administration follow the agent during the active login session at an eligible EAS station. Avaya Call Center Elite EAS references are available through Avaya Documentation and Avaya Support.

QUESTION NO: 7

Which three statements are true about configuring a Call Center with the Elite offer?

(Choose three)

A. It is possible to use Vector Directory Number (VDN) skill preferences.

B. Call Management System (CMS) or IQ must be used as the reporting tool.

C. It includes Expert Agent Selection (EAS) and Business Advocate (BA).

D. Service Level Maximize (SLM) can be used as a skills-based call distribution type.

E. SLM can be used as an agent-based call distribution type.

ANSWER: A C D

Explanation:

Call Center Elite supports Vector Directory Number (VDN) skill preferences, allowing a VDN to influence the preference applied when calls are delivered to agents for a skill. This helps align routing behavior with the business importance or treatment associated with a particular entry point. The Elite offer also includes Expert Agent Selection (EAS) and Business Advocate. EAS enables skills-based routing and supports agents assigned to multiple skills, while Business Advocate provides advanced distribution capabilities used to improve how calls are allocated as conditions change. Service Level Maximizer (SLM) is a Business Advocate capability used for skills-based call distribution. It dynamically manages call priority in relation to configured service objectives, helping the system select calls in a way intended to maintain service performance across skills. These Elite capabilities are configured in Avaya Aura Communication Manager and are subject to the applicable feature licensing and administered vector/skill settings. Avaya's product documentation portal provides the current Communication Manager and contact-center feature documentation at Avaya Documentation. Product and support materials, including release-specific documentation, are available through Avaya Support.

QUESTION NO: 8

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

Explanation:

Feature Access Codes (FACs) are used to give agents and supervisors dialable access to Communication Manager features from their telephones. In an Avaya Aura Call Center Elite environment, the applicable FACs support agent login and logout for assigned splits or skills, as well as work-mode changes such as entering or leaving auxiliary work. Communication Manager also administers service-observing functions through feature-access codes, allowing authorized supervisors to invoke the configured observing capability from an appropriate station.

The system administrator assigns the required codes on the Communication Manager Feature Access Codes administration form. Once administered, users enter the applicable code at their station, together with any required extension, agent-login ID, password, or target information. This provides a consistent telephone-based method for accessing these call-center and supervisory functions without requiring a separate desktop application. The availability of particular observing operations remains governed by station class of service, permissions, and the related service-observing administration, but FACs are the mechanism used to invoke the feature.

Avaya Communication Manager documentation and administration resources are available through the Avaya Aura Communication Manager support page and the Avaya Documentation Portal.