

DUMPS ARENA

Avaya Aura Call Center Elite Implementation Exam

Avaya 7392X

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

Which three statements about configuring a Call Center with the Elite offer are true? (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 Export 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: B C D

QUESTION NO: 2

Which two statements describe why the agent's state would be designated as 'OTHER' in a non-EAS environment? (Choose two.)

- A. The agents are on calls from another split.
- B. The agents are on outgoing calls.
- C. The agents are dialing a number to place a call or activate a feature.
- D. An ACD call is ringing at their telephone.
- E. The agents have pressed the aux work button.

ANSWER: C D

QUESTION NO: 3

Which component provides audio support in Avaya Aura® Call Center Elite?

- A. System Manager
- B. Communication Manager
- C. Avaya Aura® Media Server

D. S8300 Server Blade

ANSWER: C

QUESTION NO: 4

A supervisor with console permission cm enter an agent's login ID, and add or remove an agent's skill via Feature Access Code (FAC). Agents can also dial FAC to add or remove a skill.

Which statement is true about the configuration of this feature?

- A. The supervisor's class of restriction (COR) must have the field "Can Force a Work State Change" set to y.
- B. The supervisors class of services (COS) must have the field "Add/Remove Agent Skills" set to y.
- C. The agent's COS must have the field "Add/remove Agent Skills" set to y.
- D. The supervisors COS must have the field "Can Force a Work State Change" set to y.
- E. The supervisors COR must have the field "Add/Remove Agent Skills" set to y.

ANSWER: B

QUESTION NO: 5

When a customer upgrades from Basic Avaya Call Center to Avaya Aura® Call Center Elite, which three features are added? (Choose three.)

- A. Service Level Maximize
- B. Advocate
- C. Hunt Group
- D. Call Management System (CMS)
- E. Agent Selection (EAS)

ANSWER: A B E

Explanation:

Reference : Avaya Aura™ Call Center Feature Reference 6.0 Page 358 Programming Call Vectors in Avaya Aura™ Call Center 6.0 Page 205

QUESTION NO: 6

While configuring the Service Observing feature, which three forms should be configured and/or verified? (Choose three.)

- A. System Parameters Customer-Options
- B. Class of Restriction
- C. VuStats Display
- D. Feature-Related System Parameters
- E. Class of service

ANSWER: A B D

QUESTION NO: 7

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: 8

Which three- Vector Directory Number (VDN) parameters are associated with the active VDN? (Choose three.)

- A. VDN Skill
- B. Class of Services (COS) .
- C. Tenant Number (TN)
- D. Best Services Routing (BSR) Application
- E. Measured

ANSWER: A C D

QUESTION NO: 9

A customer wants the ability to track the call types for Automatic Call Distribution (ACD) calls answered by agents. These call types will be defined by the customer.

Which call center feature can the customer use to track their defined call types?

- A. Least Occupied Agent (LOA)
- B. Call Work Codes (CWC)
- C. Feature Access Codes (FAC)
- D. Redistribution on No Answer (RONA)

ANSWER: B

QUESTION NO: 10

An Elite Call Center agent is assigned the following Skills:

Skill Hunt Group 1 with Skill Level 5
Skill Hunt Group 2 with Skill Level 10
Skill Hunt Group 3 with Skill Level 15
Skill Hunt Group 4 with Skill Level 15

And the Call Handling Preference is configured as Greatest Need.

Skill 1 Call with priority h that has queued for 10 minutes
Skill 2 Call with priority h that has queued for 15 minutes
Skill 3 Call with priority m that has queued for 15 minutes
Skill 4 Call with priority t that has queued for 15 minutes

Which of the calls will the agent handle first under the greatest need handling preference?

- A. Skill 4 Call
- B. Skill 2 Call
- C. Skill 1 Call
- D. Skill 3 Call

ANSWER: A