

DUMPS ARENA

Avaya Aura® Call Center Elite Support Exam

Avaya 7492X

Version Demo

Total Demo Questions: 10

Total Premium Questions: 83

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QUESTION NO: 1

A customer has provided one specific customer toll free number. The customer should have some (but not total) advantage over the typical call to the same skill as other callers.

Which Business Advocate (BA) feature is used to adjust the service level for the customer to this particular skill?

- A. Reserve Agents
- B. Weighted Advance Time
- C. Dynamic Queue Position
- D. Greatest Need

ANSWER: A**QUESTION NO: 2**

A customer reports that they received the message 'Tserver Link Up'.

What should you advise them to do?

- A. Connect the Tserver to establish the link between the Tserver and the Communication Manager
- B. Check that the Tserver details are correct and AES Server is running
- C. Check the License Director configuration and ensure that the service is running
- D. Nothing. This is just a message indicating the specified link is established

ANSWER: B**QUESTION NO: 3**

Refer to the exhibit.

Prnmsry Inconing VDN/Vector

VECTOR DIRECTORS NUMBER

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*:

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

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*:

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

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*:

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

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*:

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*:

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

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: 4

A call center has four agents:

Agent 1 has experience with Sales and French. Agent 2 has experience with Sales and English. Agent 3 has experience with Support and English.

Agent 4 has experience with Sales and is bilingual in English and French

The first call comes in requiring sales assistance in English and a second call comes looking for Sales in French.

Which agent is still available for calls when the call center is using Best Service Routing and the next call requires French?

- A. Agent 1
- B. Agent 2
- C. Agent 3
- D. Agent 4

ANSWER: D

QUESTION NO: 5

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 stepprocessingand Net Redir=yin theBSR Application plan.

ANSWER: A D E

QUESTION NO: 6

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: A D E

QUESTION NO: 7

Which three commands can be used with Network Call Deflection? (Choose three.)

- A. Collect digits
- B. Route-to number
- C. Announcement
- D. Queue to best:
- E. Wait hearing ringback

ANSWER: A B E

QUESTION NO: 8

Refer to the exhibit.

ANSWER: C

QUESTION NO: 10

A customer has calls coming into their contact center constantly. They do not want their customers to be waiting long before their call is answered, even if it is answered at a different site.

Which two features should be used in the vectors to ensure that all calls are answered in a timely fashion? (Choose two.)

- A. Network Call Redirection
- B. Look-ahead Interflow
- C. Virtual Outflow
- D. Enhanced Look-ahead Interflow

ANSWER: A C