Vendor: Avaya

Exam Code:7392X

Exam Name: Avaya Aura Call Center Elite
Implementation Exam

Version: Demo

QUESTION 1

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. Dial Access Plans

B. Feature Access Codes (FACs)

C. Skill Assignment

D. Business Advocate (BA)

Correct Answer: B

QUESTION 2

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.

Correct Answer: CE

QUESTION 3

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

Correct Answer: A

QUESTION 4

Which three statements about configuring a Call Center with the Elite offer are true? (Choose three.)

A. Service Level Maximizer (SLM) can be used as an agent-based call distribution type.

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

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

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

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

Correct Answer: BDE

QUESTION 5

For a Split Day report, how many days of historical data are shown in the Basic Call management System (BCMS)?

A. 5

B. 1

C. 2

D. 3

E. 7

Correct Answer: E

QUESTION 6

In the call center, to prevent an agent from dialing "off-net" to particular numbers, which action should you take?

A. Create a class of service (COS) for the dialing features.

B. Create a class of restriction (COR) for calling privileges.

C. Create a class of restriction (COR) for the feature access code.

D. Create a class of service (COS) for a collection of feature access codes.

Correct Answer: B

QUESTION 7

```
CALL VECTOR

    Number:     1996 Name: Variable A
Multimedia?     n    Attendant Vectoring?     n    Meet-me Conf? n                    Lock? n
    Basic?      y    EAS ? y G3V4 Enahanced ? 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
```

Refer to the exhibit.

Given existing variable values on the vector step in the exhibit, what will be the resulting value of Variable "A"?

A. 9432

B. 876549432

C. 3876

D. 87654

Correct Answer: C

QUESTION 8

A customer is waiting in queue, listening to music, and waiting for the call to be routed to an agent.

Which mechanism controls what happens while the customer is waiting in the queue?

A. Agent Stations

B. Vectors

C. Skills

D. Hunt Groups

Correct Answer: B

QUESTION 9

To improve call handling and agent productivity, you set up a vector using Look Ahead Interflow to check if the remote

site can accept a call, and has an agent available. You only want to interflow calls that are at the top two positions of the queue.

Which command would be entered in the vector to accomplish this?

A. route-to number 9581234 with cov y if interflow-gpos>=2

B. route-to number 9581234 with cov n if interflow-gpos