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QUESTION 1

Which option describes a feature access code?

A. any group of 1 to 4 digits which can include asterisk (*) and pound (#) signs at the beginning

B. any group of 1 to 6 digits

C. any group of 1 to 4 digits where an *(asterisk) can appear anywhere

D. any group of digits and asterisks (*) or pound signs (#)

Correct Answer: A

QUESTION 2

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 telephone.

Which call center feature provides this capability?

A. Redirection on No Answer (RONA)

B. Forced Agent Logout form the After Call Work (ACW) mode

C. Adjunct Routing

D. Variable in Vectors

Correct Answer: A

QUESTION 3

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 4

You need to troubleshoot Best Service Routing (BSR) vectors for multi-site routing to verify that they are operating as intended.

Which command would you use to do this?

A. list trace stations

B. list trace vector

C. list trace trunk

D. list trace trac

Correct Answer: B

QUESTION 5

SENDING SWITCH:

VDN (extension=1080 name="New York Office" vector=80)

Vector 80:

1. wait-time 0 secs hearing ringback
2. goto step 12 if calls-queued in split 1 pri m > 5
3. queue-to split 1 pri m
4. announcement 3580
5. wait-time 6 seconds hearing music
6. route-to number 913035661081 with cov n if unconditionally
7. check split 2 pri m if calls-queued < 5
8. wait-time 6 seconds hearing music
9. announcement 3581
10. wait-time 60 seconds hearing music
11. goto step 6 if unconditionally
12. busy

RECEIVING SWITCH:

VDN (extension=1081 Name= "Denver Inflow" Vector=81)

Vector 81:

1. wait-time 0 secs hearing ringback
2. goto step 8 if calls-queued in split 3 pri l > 10
3. wait-time 0 seconds hearing music
4. queue-to split 3 pri h
5. announcement 3582
6. wait-time 60 seconds hearing music
7. goto step 6 if unconditionally
8. disconnect after announcement none

Refer to the exhibit.

You configured vectors in your New York and Denver locations to use Look Ahead Interflow. You want

your New York location to interflow to your Denver location if the Denver split has less than 10 calls in

queue. After setting vectors in the exhibit you find that calls are interflowing to Denver.

What would cause calls to interflow to Denver?

A. Step 8 in Denver should be a busy command.

B. The route-to number command in step 6 in New York is allowing calls to Interflow to Denver.

C. The wait-time command in step 1 in Denver is considered a call acceptance command and calls to Interflow.

D. The wait-time command in step 3 in Denver is considered a call acceptance command and allowing calls to

Interflow.

Correct Answer: B