

## 7392X<sup>Q&As</sup>

Avaya Aura Call Center Elite Implementation Exam

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**QUESTION 1**

A customer wants to configure their call center for emergencies.

Which action would you advise the call center supervisor to use to configure an alternate call path in case of a disaster?

- A. Set of a feature access code that detects a power outage and reroutes calls automatically
- B. Set a vector directory number with a collect-type variable.
- C. Set a value variable and change the value assigned using a feature access code.
- D. Set a trunk group and change the trunk number using a variable.

Correct Answer: A

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**QUESTION 2**

**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

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### QUESTION 3

A call center operations manager wants agents to manually enter a code to identify the reason for being in auxiliary (AUX) work status.

Which feature must be activated on the system-parameters customer-options to allow this?

- A. AUX State Codes
- B. Authorization Codes
- C. Call Work Codes
- D. Reason Codes

Correct Answer: D

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### QUESTION 4

Which properties of the call center must be configured so that hunt groups are treated as skill hunt groups for the Automatic Call Distribution (ACD)?

- A. Hunt groups are set to be skill hunt groups if the ACD is set to yes, and if Expert Agent Selection is set to no.
- B. Hunt groups are set to be skill hunt groups if the ACD is set to yes, and Expert Agent Selection is set to yes.
- C. Hunt groups are set to be skill hunt groups if the ACD is set to no, and if Expert Agent Selection is set to yes.
- D. Hunt groups are set to be skill hunt groups if the ACD is set to no, and if Expert Agent Selection is set to no.

Correct Answer: B

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### QUESTION 5

Which type of virtual routing allows calls among call centers to achieve improved Automatic Call Distribution (ACD) load-balance by comparing sites?

- A. Adjunct Routing
- B. Network Call Redirection
- C. Network Call Transfer
- D. Look-Ahead Interflow

Correct Answer: D

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