7392X^{Q&As}

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QUESTION 1

```
                    VECTOR DIRECTORY NUMBER
                        Extension: 7201
                             Name*: ABC Rentals
                        Destination: Vector Number        1998
                  Attendant Vecotring? n
         Meet-me Conferencing? n
              Allow VDN Override? y
                                      COR: 1
                                       TN*: 1
                             Measured: internal
         Acceptable Service Level (sec): 20
                 Service Objective (sec): 20
         VDN of Origin Annc. Extension*:
                    1st Skill*   : 10


                    CALL VECTOR

    Number:   1998      Name: ABC Rental

    01 wait-time        0    secs hearing music
    02 goto step        8          if ani        in    table1    (a match is found here)
    03 queue-to         skill 1st  pri 1
    04 announcement     8613
    05 wait-time        90 secs hearing music
    06 goto steo        4          if unconditionally
    07 stop
    08 route-to         number 7202        with cov n if conditionally
    09


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*:
                    1st Skill*:    1
    change vector 1997                      Page 1 of


                    CALL VECTOR

        Number: 1997        Name: High Rollers
    01 wait-time        0 secs hearing music
    02 queue-to         skill 1st pri h
    03 announcement     8613
    04 wait-time        30   secs hearing music
    05 goto step        3          if unconditionally
```

Refer to the exhibit.

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 where 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. No agents are staffed in skill 1.

D. The caller has blocked his calling party number, a match cannot be found, and call processing for this call will cease.

Correct Answer: A

QUESTION 2

Which two vector variable types are strictly global in scope? (Choose two.)

A. value

B. ani

C. collect

D. dow

E. stepcnt

Correct Answer: BC

QUESTION 3

What is an abbreviated dialing list that is defined for the entire organization?

A. Entire

B. Personal

C. System

D. Group

Correct Answer: C

QUESTION 4

```
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 5

What is the recommended audio format to be played by the Avaya Aura?Media Server?

A. 16bit, 8kHz, Single channel, PCM files

B. 64bit, 8kHz, Multiple channel, PCM files

C. 16bit, 8kHz, Multiple channel, PCM files

D. 64bit, 8kHz, Single channel, PCM files

Correct Answer: A

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