

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

Avaya Aura Call Center Elite Implementation Exam

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## QUESTION 1

Direct Agent calls are not getting counted correctly in the Call Management System (CMS). What must be administered so that Direct Agent calls are measured properly?

- A. Class of Restriction (COR)
- B. Class of Service (COS)
- C. skill-level
- D. ead-mia

Correct Answer: A

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## QUESTION 2

Which two parameters must be configured to allow Service Observing while off site? (Choose two.)

- A. Service Observing Listen Only Access Code
- B. COR – Restriction Override set to all
- C. Telecommuter
- D. Service Observing (Remote/By FAC)

Correct Answer: AD

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## QUESTION 3

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

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## QUESTION 4

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 5

CALL VECTOR

```

Number: 200      Name: Vector A
Multimedia? n   Attendant Vectoring? n Meet-me Conf? n   Lock? n
Basic? y EAS? y   G3W4 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 wait-time 2 secs hearing silence
02 goto step 9          if holiday          in table 1
03 goto step 10         if time-of-day      is all 17:00 to all 08:00
04 goto step 10         if time-of-day      is fri 17:00 to mon 08:00
05 queue-to skill 1 pri m
06 wait-time 30 secs hearing music
07 goto step 6          if unconditionally
08 disconnect after announcement none
09 route-to number 2048 with cov n if unconditionally
10 route-to number 2049 with cov n if unconditionally
11 stop

```

display holiday 1

HOLIDAY TABLE

Number: 1				Name: Holiday				Description
START				END				
Month	Day	Hour	Min	Month	Day	Hour	Min	
12	31	00	00	01	01	00	00	new year
12	25	00	00	12	25	00	00	labor
07	04	00	00	07	04	00	00	

Refer to the exhibit.

Given the information in the exhibit, what happens to a call if someone calls this vector on Tuesday January 1 at 10:00?

- A. The call will be routed to 2048.
- B. The call will queue to skill 1.
- C. The call will be disconnected.
- D. The call will be routed to 2049.

Correct Answer: B

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