

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

Avaya Aura Call Center Elite Implementation Exam

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**QUESTION 1**

A supervisor wants their agents to automatically log out at a specific time.

Which two administration forms are used to configure this functionality? (Choose two.)

- A. Station Form
- B. Agent LoginID Form
- C. Hunt Group Form
- D. Feature-Related System-Parameters Form

Correct Answer: BD

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**QUESTION 2**

A customer has the Elite Call Center package and wants Basic Call Management System (BCMS) for reports.

Which statement is true about this scenario?

- A. BCMS has all the functions Call Management System (CMS) supports but with less capacity.
- B. BCMS generates Split Reports and not Skills Reports.
- C. BCMS does not support all Call Center Elite features.
- D. BCMS is only offered for customers with a Basic Call Center package.

Correct Answer: C

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**QUESTION 3**

## 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

## QUESTION 4

Which three features on the Vector Directory Number (VDN) form are only Call Center Elite feature related? (Choose three.)

- A. Best Service Routing (BSR) Application
- B. VDN Variables
- C. Meet-me Conferencing

D. Attendant Vectoring

E. Skill Preferences (1st, 2nd, 3rd Skills)

Correct Answer: ABD

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## QUESTION 5

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

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