

7392X^{Q&As}

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QUESTION 1

Which scope is defined by the time-of-day (TOD) variable?

- A. Collect Scope Variable
- B. Global Scope Variable
- C. Local Scope Variable
- D. Persistent Scope Variable

Correct Answer: A

QUESTION 2

A call center has agents skilled in sales of product X. You want them to be able to wrap up calls after they complete a sales call.

To allow this agent to wrap up a call, which parameter should be adjusted?

- A. Assigned Skill on the Hunt Group form
- B. Call Handling Preference on the Hunt Group form
- C. Timed ACW field on the VDN or Hunt Group form
- D. Direct Agent Call First on the Agent Handling form

Correct Answer: A

QUESTION 3

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 from the After Call Work (ACW) mode
- C. Adjunct Routing
- D. Variable in Vectors

Correct Answer: A

QUESTION 4

For a Split Day report, how many days of historical data are shown in the Basic Call management System (BCMS)?

- A. 5
- B. 1
- C. 2
- D. 3
- E. 7

Correct Answer: E

QUESTION 5

While configuring the Service Observing feature, which three forms should be configured and/or verified? (Choose three.)

- A. System Parameters Customer-Options
- B. Class of Restriction
- C. VuStats Display
- D. Feature-Related System Parameters
- E. Class of Service

Correct Answer: BCD

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