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QUESTION 1

A call enters the system on Primary VDN 6023 that triggers vector 101, and Allow VDN Override Is set to yes on VDN 6023. After receiving the reply-best results from Status Poll vector on VDN 6024, the call Interflow to Interflow VDN 0O2T> with vector 102, and Allow VDN Override Is set to no. Which VDN would be used for BSR Available Agent Strategy?

A. VDN 6026

B. VDN 6025

C. VDN 6024

D. VDN 6023

Correct Answer: D

QUESTION 2

What ate three major benefits of SLM with EAS? (Choose three.)

A. Can incorporate Business Advocate as an additional feature

B. Less average delay to answer

C. Greater control over providing differentiated service

D. Redundant network coverage

E. Autopilot capability

Correct Answer: BCD

QUESTION 3

Refer to the exhibit.

Primary Incoming VDN/Vector

```
                        VECTOR DIRECTORY NUMBER
                         Extension: 7201
                        Name*: ABC Rentals
                 Destination: Vector Number        1998
         Attendant Vectoring? 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    table 1    (a match is
03 queue-to       skill 1st pri 1
04 announcement   8613
05 wait-time      90    secs hearing music
06 goto step      4          if unconditionally
07 stop
08 route-to       number 7202          with cov n if unconditionally
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 6

                         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
```

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

D. No agents are staffed in skill 1

Correct Answer: A

QUESTION 4

There are four main components of the Call Center Elite Multichannel configuration. Which list contains all of the main components?

A. Avaya Aura System Manager, Multichannel XML Server, Multichannel Desktop Client, Core Server

B. Avaya Aura Session Manager, Multichannel XML Server, Multichannel Desktop Client, Core Server

C. Avaya Aura Communication Manager, Avaya Aura?Session Manager, Multichannel XML Server, Multichannel Desktop Client

D. Avaya Aura Communication Manager, Multimedia Database, Multichannel XML Server, Multichannel Desktop Client

Correct Answer: D

QUESTION 5

A customer has provided one specific customer toll free number. The customer should have some (but not total) advantage over the typical call to the same skill as other callers.

Which Business Advocate (BA) feature is used to adjust the service level for the customer to this particular skill?

A. Reserve Agents

B. Weighted Advance Time

C. Dynamic Queue Position

D. Greatest Need

Correct Answer: A

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