

## 7492X<sup>Q&As</sup>

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## QUESTION 1

What are two call vectoring command failures for "adjunct routing"? (Choose two.)

- A. The VDN's COR does not permit routing to the adjuncts applied destination.
- B. The specified agent is not logged into the specified split for a direct agent call.
- C. The VDN's COS-group does not have Console Permission set to y.
- D. The CTI link can be any Identifier.

Correct Answer: AB

Reference: [https://downloads.avaya.com/css/P8/documents/101050308\(18\)](https://downloads.avaya.com/css/P8/documents/101050308(18))

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## QUESTION 2

A customer has calls coming into their contact center constantly. They do not want their customers to be waiting long before their call is answered, even if it is answered at a different site. Which two features should be used in the vectors to ensure that all calls are answered in a timely fashion? (Choose two.)

- A. Network Call Redirection
- B. Look-ahead Interflow
- C. Virtual Outflow
- D. Enhanced Look-ahead Interflow

Correct Answer: BD

Reference: <https://downloads.avaya.com/css/P8/documents/100081982> (9, 10)

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## QUESTION 3

A customer reports that they have an active alarm. The alarm is from the Media Director and reads "Device Monitor Failure".

What should you advise the customer to do?

- A. Check the License Director configuration and ensure the service is running
- B. Restart and Stop the Media Director to resolve the error
- C. Check the Media Director configuration and Avaya Aura Communication Manager
- D. Check the device exists in Communication Manager and that it is added in the AES Security database

Correct Answer: D

## QUESTION 4

You are asked to resolve an Issue with little information except that there are reports of calls being disconnected and calls in queue not receiving announcements. When you check the display events In the Communication Manager (CM) there are several events that need to be researched. Using the information in the Events Report, how do you determine which vector(s) to begin troubleshooting?

- A. Use the Event Type column.
- B. Use the Event Data 1.
- C. Use the Event Data 2
- D. Use the Event Description.

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/101050308>

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## QUESTION 5

What must be administered In the route pattern for a multi-site Best Service (Services Routing (HSR) application?

- A. The trunk group must be H.323.
- B. The FRL settings do not apply to HSR.
- C. Set TSC to y and set CA-TSC to "as needed".
- D. The ISDN parameters "QSIG/ETSI TSC Extension" can be left blank.

Correct Answer: C

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