

7492X^{Q&As}

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QUESTION 1

What are 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 2

You have been asked to remove an existing hunt group 10 in the Call Center Elite system. The hunt group is associated with Group type of EAD-MIA, and multiple vectors are referencing this hunt group. Which command would be the start point?

- A. list usage hunt-group 10
- B. list hunt group 10
- C. list usage extension xxxx(Where xxxx is the extension number)
- D. remove hunt-group 10

Correct Answer: B

QUESTION 3

Which two components installed on the same PC does the TTrace tool require? (Choose two.)

- A. TTrace Server
- B. TTrace Console
- C. TTrace Config
- D. TTrace Log2Zip

Correct Answer: AC

QUESTION 4

A customer has SLM in their contact center deployed, but would now like to add the Business Advocate feature to

Increase staffing automation, so that the supervisor can spend more time coaching their agents. Which statement is true?

- A. Business Advocate can exist with FAS enabled.
- B. SLM can exist without EAS enabled.
- C. The Business Advocate feature and SI M cannot co-exist on the same system.
- D. The Business Advocate feature can run on the same system that has SLM configured.

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/100171600> (p.9)

QUESTION 5

A customer wants to use the TTrace application on their desktop to monitor remote servers. Is this possible?

- A. Yes, the customer can use the TTrace Server, the configuration should be installed on the server and the TTrace console on the client desktop
- B. Yes, the customer can use their desktop to monitor the call center server after they install the TTrace tool on their desktop
- C. No, the customer must use the TTrace application from another server
- D. No, the customer must use the TTrace application on the server where it is running

Correct Answer: B

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