

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

Avaya Aura® Call Center Elite Support Exam

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## QUESTION 1

Which two statements describe the benefits of the Business Advocate (BA) feature? (Choose two.)

- A. It enables routing of calls to the agent that is most idle.
- B. It dynamically matches a customer to an optimal agent.
- C. It provides conditional routing of calls to agent queues.
- D. It allows for dynamic reporting of call center activities in custom methods.
- E. It uses advanced algorithms to efficiently route calls to agents.

Correct Answer: BE

Reference Avaya Aura™ Call Center Feature Reference 6.0 page 78

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## QUESTION 2

Which two vector variable types are strictly global in scope? (Choose two.)

- A. stepcnt
- B. dow
- C. value
- D. ani
- E. collect

Correct Answer: CE

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## QUESTION 3

In administering multi-site Best Services Routing (BSR), what are the two configuration that are associated VDN configuration (Choose two.)

- A. UUI Treatment
- B. Supplementary Service Protocol
- C. BSR Available Agent strategy
- D. BSR Application

Correct Answer: AC

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## QUESTION 4

You are having problems with Avaya Aura Call Center Elite Multichannel and you are considering a work around.

In which phase of the 8 disciplines of troubleshooting do you try to see if you can work around the problem until a more permanent solution is found?

- A. D4 - define escape points
- B. D2 - describe the problem
- C. D1 - establish a team
- D. D3 - develop interim containment actions
- E. D5 - choose corrective actions

Correct Answer: D

Reference: <https://quality-one.com/8d/>

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## QUESTION 5

A customer wants to configure their call center for emergencies. What action would you advise the call center supervisor to use to configure an alternate call path in case of a disaster?

- A. Set a value variable and change the value assigned using a feature access code
- B. Set a trunk group and change the trunk number using a variable
- C. Set a vector directory number with a collect-type variable
- D. Set a feature access code that detects a power outage and reroutes calls automatically

Correct Answer: D

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