7392X^{Q&As}

Avaya Aura Call Center Elite Implementation Exam

Pass Avaya 7392X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.leads4pass.com/7392x.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

You need to troubleshoot your Best Services Routing (BSR) polling vectors to verify that they are operating as intended.

Which command do you use to do this?

A. list trace vdn

B. list trace trunk

C. monitor bcms hunt group

D. monitor bcms trunk

Correct Answer: A

QUESTION 2

In the call center, to prevent an agent from dialing "off-net" to particular numbers, which action should you take?

A. Create a class of service (COS) for the dialing features.

B. Create a class of restriction (COR) for calling privileges.

C. Create a class of restriction (COR) for the feature access code.

D. Create a class of service (COS) for a collection of feature access codes.

Correct Answer: B

QUESTION 3

In an Expert Agent Selection (EAS) Call Center, the customer wants queued calls to be answered by the agent that has been available the longest. Skill level is not to be taken into account when routing the queued calls to an agent.

To meet this requirement, to which type of call distribution method should the hunt group be configured?

A. Expert Agent Distribution-Most Idle Agent (EAD-MIA)

B. Uniform Call Distribution Most Idle Agent (UCD-MIA)

C. Direct Department Calling (DDC)

D. Dynamic Agent Selection (DAS)

Correct Answer: B

QUESTION 4

Which properties of the call center must be configured so that hunt groups are treated as skill hunt groups for the Automatic Call Distribution (ACD)?

A. Hunt groups are set to be skill hunt groups if the ACD is set to yes, and if Expert Agent Selection is set to no.

B. Hunt groups are set to be skill hunt groups if the ACD is set to yes, and Expert Agent Selection is set to yes.

C. Hunt groups are set to be skill hunt groups if the ACD is set to no, and if Expert Agent Selection is set to yes.

D. Hunt groups are set to be skill hunt groups if the ACD is set to no, and if Expert Agent Selection is set to no.

Correct Answer: B

QUESTION 5

Which Expert Agent Selection (EAS), when is an agent-loginID associated with a specific extension?

A. When the station has Auto Answer enabled

B. When the telephone extension is configured on the station form

C. When the agent\\'s login ID is administered in the switch

D. When the agent logs in at that extension

Correct Answer: D

QUESTION 6

A call center where agents handle customers with account numbers is using Call Center Elite. The call center wants to offer a survey to customers who complete their tasks to determine the level of service they have received.

Which feature would you suggest when the call center offers a survey to the people who have called?

A. VDN Return Destination

B. VDN Interflow

C. VDN Vectors

D. VDN Override

Correct Answer: A

QUESTION 7

Which option describes a feature access code?

A. any group of 1 to 4 digits which can include asterisk (*) and pound (#) signs at the beginning

B. any group of 1 to 6 digits

C. any group of 1 to 4 digits where an *(asterisk) can appear anywhere

D. any group of digits and asterisks (*) or pound signs (#)

Correct Answer: A

QUESTION 8

Which statement about concurrent agent user licenses is true?

A. Number of agents that can be registered in more than one Communication Manager simultaneously.

B. Number of agents that can be added to the system.

C. Only the specified number of licensed units can gain access to more than one skill at a time.

D. Only the specified number of licensed units can gain access to and register the agent with Communication Manager at any given time.

Correct Answer: D

QUESTION 9

Which three Vector Directory Number (VDN) parameters are associated with the active VDN? (Choose three.)

A. VDN Skill

B. Class of Services (COS)

C. Tenant Number (TN)

D. Best Services Routing (BSR) Application

E. Measured

Correct Answer: ACD

QUESTION 10

To improve call handling and agent productivity, you set up a vector using Look Ahead Interflow to check if the remote site can accept a call, and has an agent available. You only want to interflow calls that are at the top two positions of the queue.

Which command would be entered in the vector to accomplish this?

A. route-to number 9581234 with cov y if interflow-gpos>=2

B. route-to number 9581234 with cov n if interflow-gpos