

7492X^{Q&As}

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QUESTION 1

A customer has Avaya Communications systems located in Detroit, Chicago and Denver. All three systems are connected via ISDN Tie trunks. The customer is implementing multi site Best Services Routing (BSR) to intelligently compare resources and find the best call center to service their calls. Status polls from the Denver location to Detroit consistently fail. What are two reasons that could be the root cause for this failure? (Choose two.)

- A. The trunks that tie Denver to Detroit are not Distributed Communication Systems (DCS+) or QSIG.
- B. The agents in Detroit are all in auxiliary work mode.
- C. There is no Best Service Routing application for the active Vector Directory Number (VDN).
- D. The Expected Wait Time for the skill in Detroit is being suppressed.

Correct Answer: AB

QUESTION 2

When a customer generates a TTrace log file there are specified components in each line item of the log file.

Which data do these components include?

- A. The log file includes the date, the time, the name of the processes, the system where the process is running, and the process ID
- B. The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the agent handling contacts
- C. The log file includes the name of the processes, the system where the process is running, and the process ID
- D. The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the user on the system

Correct Answer: C

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*:

1* 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 1* 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*:

1** 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 1** 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

Which three statements about LAI requirements are true? (Choose three.)

- A. Intelligently route calls among the call centers to achieve a better ACD load balance.
- B. The receiving switch is able to accept or deny interflowed calls sent by the sending switch.
- C. The routing of an incoming call to an external switch must be answered at the originating switch.
- D. Look-Ahead Interflow (LAI) improves call-handling capability and agent productivity for call centers with multiple locations.
- E. It is able to use the adjust-by vector command to better manage EWT.

Correct Answer: ABD

References: <https://downloads.avaya.com/css/P8/documents/100082003> <https://downloads.avaya.com/css/P8/documents/101038024>

QUESTION 5

Which three commands can be used with Network Call Deflection? (Choose three.)

- A. Collect digits
- B. Route-to number
- C. Announcement
- D. Queue to best:
- E. Wait hearing ringback

Correct Answer: ACE

Reference: https://downloads.avaya.com/elmodocs2/callctr/Vector_EASR.13.pdf (302)

QUESTION 6

Refer to the exhibit.

CALL VECTOR

Number: 200 Name: Vector A

```

Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n
Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI Routing? y
Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y
Variables? y 3.0 Enhanced? y
01 wait-time 2 secs hearing silence
02 goto step 9 if holiday in table 1
03 goto step 10 if time-of-day is all 17:00 to all 08:00
04 goto step 10 if time-of-day is fri 17:00 to mon 08:00
05 queue-to skill 1 pri m
06 wait-time 30 secs hearing music
07 goto step 6 if unconditionally
08 disconnect after announcement none
09 route-to number 2048 with cov n if unconditionally
10 route-to number 2049 with cov n if unconditionally
11 stop
    
```

display holiday 1

HOLIDAY TABLE

Number: 1 Name: Holiday

START				END				Description
Month	Day	Hour	Min	Month	Day	Hour	Min	
12	31	00	00	01	01	00	00	new year
12	25	00	00	12	25	00	00	labor
07	04	00	00	07	04	00	00	

Given the information in the exhibit, what happens to a call if someone calls this vector on Tuesday January 1 at 10:00?

- A. The call will be routes to 2048
- B. The call will queue to skill 1
- C. The call will be disconnected
- D. The call will be routed to 2049

Correct Answer: C

QUESTION 7

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

QUESTION 8

What would trigger a vector event error?

- A. When vector processing reaches the maximum 1000 steps allowed
- B. When vector processing reaches the- maximum 100 steps allowed
- C. Misdirected calls
- D. Call Denial

Correct Answer: C

QUESTION 9

A company using Avaya Aura Call Center Elite is experiencing problems configuring vectors. The vector is not routing calls to a particular queue. Vectors are routing calls to other configuration queues correctly. As a part of a good Global Support Services (CSS) methodology, what should the company do next?

- A. Reduce or eliminate the business Impact of the vector by testing the vectors.
- B. Identify components where the queue is configured. Including the switch, the communication manager, and the programming of the vector, and formulate a hypothesis for testing.
- C. Take corrective action for the vector configuration, by reviewing the current situation and modifying It until the vector queues calls properly.
- D. Determine the frequency and severity of the Issue where the vector does not route calls properly

Correct Answer: B

QUESTION 10

What property of the SET command makes the command unique when dealing with variables?

- A. The SET command allows variables to be manipulated using arithmetic and string operators
- B. The SET command allows you to place calls in a particular queue
- C. The SET command allows a group of variables to follow a specific pattern
- D. The SET command reassigns variables to new values during the process of a vector

Correct Answer: A

QUESTION 11

To activate and use Best Services Routing (BSR) Available Agent Adjustment, which two must be configured In the Avaya AuraCM Elite Call Center? (Choose two.)

- A. The BSR Application ID must be set in the VDN form.
- B. Set the Available Agent Adjustments for BSR to y in the System Parameters Feature form.
- C. The Available Agent Adjustments for BSR must be set to YES on System-Parameters Customer Options.
- D. Percent Allocation in the Business Advocate feature must be enabled.

Correct Answer: CD

QUESTION 12

When viewing TTrace Process Output, which two statements are true about the output windows? (Choose two.)

- A. the title bar of the output window shows the date and time
- B. the title bar of the output window shows the process name, the host name, and the process ID
- C. the system displays outputs with the newest at the bottom of the display
- D. the system displays outputs at the top of the display
- E. the window shows the last 1000 lines of the log file

Correct Answer: BC

QUESTION 13

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 14

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))

QUESTION 15

Which virtual routing feature can be set up to provide nearly first-in, first-out routing?

- A. Network Call Deflection
- B. Network Call Transfer
- C. Look-Ahead Interflow
- D. Enhanced Look-Ahead Interflow

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/100081980>

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