



# 7392X<sup>Q&As</sup>

Avaya Aura Call Center Elite Implementation Exam

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### QUESTION 1

A customer wants to routinely monitor their vectors for unexpected results. How should they monitor their results?

- A. Use the display events command in the Communication Manager.
- B. Use the list history command in the Communication Manager.
- C. Use the System Maintenance > Reports > Error Log Report in the Call Management System.
- D. Use the Exceptions > Reports > Vector Exceptions in the Call Management System.

Correct Answer: A

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### QUESTION 2

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

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### QUESTION 3

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