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QUESTION 1

An Elite Call Center agent is assigned the following Skills:

Skill Hunt Group 1 with Skill Level 5 Skill Hunt Group 2 with Skill Level 10 Skill Hunt Group 3 with Skill Level 15 Skill Hunt Group 4 with Skill Level 15

And the Call Handling Preference is configured as Greatest Need.

Skill 1 Call with priority h that has queued for 10 minutes Skill 2 Call with priority h that has queued for 15 minutes Skill 3 Call with priority m that has queued for 15 minutes Skill 4 Call with priority t that has queued for 15 minutes

Which of the calls will the agent handle first under the greatest need handling preference?

- A. Skill 4 Call
- B. Skill 2 Call
- C. Skill 1 Call
- D. Skill 3 Call

Correct Answer: A

QUESTION 2

Which two functions do Vector Directory Numbers (VDNs) perform in a call center? (Choose two.)

- A. VDNs ensure that agents can originate and terminate calls.
- B. VDNs interpret the skills an agent has.
- C. VDNs route calls by pointing to a vector.
- D. VDNs define the call flow through the call center.
- E. VDNs pass parameters to the vector for processing.

Correct Answer: CE

QUESTION 3

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 4

Which two parameters must be configured to allow Service Observing while off site? (Choose two.)

- A. Service Observing Listen Only Access Code
- B. COR – Restriction Override set to all
- C. Telecommuter
- D. Service Observing (Remote/By FAC)

Correct Answer: AD

QUESTION 5

Which component provides audio support in Avaya Aura?Call Center Elite?

- A. System Manager
- B. Communication Manager
- C. Avaya Aura?Media Server
- D. S8300 Server Blade

Correct Answer: C

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