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Avaya Aura Call Center Elite Implementation Exam

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QUESTION 1

While configuring the Service Observing feature, which three forms should be configured and/or verified? (Choose three.)

A. System Parameters Customer-Options

B. Class of Restriction

C. VuStats Display

D. Feature-Related System Parameters

E. Class of Service

Correct Answer: BCD

QUESTION 2

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 3

To ensure that announcements always start at the beginning when played as part of a vector, which action must be taken?

A. Create forced announcements.

B. Set the queue field to Yes.

C. Use Analog announcements only.

D. Use external announcements.

Correct Answer: B

QUESTION 4

How can an installer identify if a customer has the Avaya Aura?Call Center Elite package?

A. Check the System-Parameters Customer-Options Form and search for the Vectoring (3.0 Enhanced) field.

B. Check the System-Parameters Customer-Options Form and search for the EAS field.

C. Check the Feature-Related System Parameters and search for the Call Center Elite field.

D. Check the System-Parameters Customer-Options Form and search for the Call Center Elite field.

Correct Answer: B

QUESTION 5

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

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