



7392X^{Q&As}

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QUESTION 1

CALL VECTOR

```

Number: 200      Name: Vector A
Multimedia? n   Attendant Vectoring? n   Meet-me Conf? n   Lock? n
Basic? y   EAS? y   G3W4 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				Description
START				END				
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	

Refer to the exhibit.

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 routed 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: B

QUESTION 2



SENDING SWITCH:

VDN (extension=1080 name="New York Office" vector=80)

Vector 80:

1. wait-time 0 secs hearing ringback
2. goto step 12 if calls-queued in split 1 pri m > 5
3. queue-to split 1 pri m
4. announcement 3580
5. wait-time 6 seconds hearing music
6. route-to number 913035661081 with cov n if unconditionally
7. check split 2 pri m if calls-queued < 5
8. wait-time 6 seconds hearing music
9. announcement 3581
10. wait-time 60 seconds hearing music
11. goto step 6 if unconditionally
12. busy

RECEIVING SWITCH:

VDN (extension=1081 Name= "Denver Inflow" Vector=81)

Vector 81:

1. wait-time 0 secs hearing ringback
2. goto step 8 if calls-queued in split 3 pri l > 10
3. wait-time 0 seconds hearing music
4. queue-to split 3 pri h
5. announcement 3582
6. wait-time 60 seconds hearing music
7. goto step 6 if unconditionally
8. disconnect after announcement none

Refer to the exhibit.

You configured vectors in your New York and Denver locations to use Look Ahead Interflow. You want your New York location to interflow to your Denver location if the Denver split has less than 10 calls in queue. After setting vectors in the exhibit you find that calls are interflowing to Denver.

What would cause calls to interflow to Denver?

- A. Step 8 in Denver should be a busy command.
- B. The route-to number command in step 6 in New York is allowing calls to Interflow to Denver.
- C. The wait-time command in step 1 in Denver is considered a call acceptance command and calls to Interflow.
- D. The wait-time command in step 3 in Denver is considered a call acceptance command and allowing calls to



Interflow.

Correct Answer: B

QUESTION 3

A customer has the Elite Call Center package and wants Basic Call Management System (BCMS) for reports.

Which statement is true about this scenario?

- A. BCMS has all the functions Call Management System (CMS) supports but with less capacity.
- B. BCMS generates Split Reports and not Skills Reports.
- C. BCMS does not support all Call Center Elite features.
- D. BCMS is only offered for customers with a Basic Call Center package.

Correct Answer: C

QUESTION 4



```
VECTOR DIRECTORY NUMBER
  Extension: 7201
    Name*: ABC Rentals
      Destination: Vector Number      1998
Attendant Vecotriring? 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*:
  1st Skill*      : 10
```

CALL VECTOR

```
Number: 1998      Name: ABC Rental

01 wait-time      0      secs hearing music
02 goto step      8      if ani          in table1      (a match is found here)
03 queue-to       skill 1st pri 1
04 announcement   8613
05 wait-time      90 secs hearing music
06 goto steo      4      if unconditionally
07 stop
08 route-to       number 7202      with cov n if conditionally
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*:
  1st Skill*:      1
```

change vector 1997

Page 1 of

CALL VECTOR

```
Number: 1997      Name: High Rollers

01 wait-time      0      secs hearing music
02 queue-to       skill 1st pri h
03 announcement   8613
04 wait-time      30      secs hearing music
05 goto step      3      if unconditionally
```



Refer to the exhibit.

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. No agents are staffed in skill 1.
- D. The caller has blocked his calling party number, a match cannot be found, and call processing for this call will cease.

Correct Answer: A

QUESTION 5

Which component handles the features of Avaya Aura?Call Center Elite?

- A. Presence Services
- B. Media Server
- C. Session Manager
- D. Communication Manager

Correct Answer: D

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