



# 7492X<sup>Q&As</sup>

Avaya Aura® Call Center Elite Support Exam

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### QUESTION 1

A customer uses the quick installer to install the core applications for their Call Center Elite Multichannel system.

Which three core server applications require manual configuration during the installation process? (Choose three.)

- A. Media Director
- B. Call Routing Server
- C. Interaction Data Server
- D. Web Chat for IIS
- E. Email Media Store

Correct Answer: ABC

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### QUESTION 2

The call center has recently converted from 4 to 5 digit extensions. Since the conversion, callers to the Spanish Customer Service skill report that they can no longer reach a specific agent in the call center, even if they know the extension number.

Which two commands would provide information to isolate the problem? (Choose two.)

- A. Display events extension
- B. Display events vector
- C. List trace vector
- D. List trace extension

Correct Answer: BD

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### QUESTION 3

Given the following conditions:

1.

In the Business Advance configuration

2.



During agent surplus conditions

3.

WHEN agents are available

4.

The agent selection method is PAD

When a call arrives, how will the Communication Manager interpret the highest priority calls?

- A. As the highest skill level agent with the lowest occupancy
- B. As the agent with the lowest ratio of adjusted work time and target allocation for the skill
- C. As the highest skill level, most idle agent
- D. As the most idle agent, without regard to skill level

Correct Answer: B

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#### QUESTION 4

Which three server applications can be duplicated to provide a level of redundancy? (Choose three.)

- A. Integrated Data Server
- B. Application Management Server
- C. License Director Server
- D. XML Server
- E. Media Director

Correct Answer: BCD

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#### QUESTION 5

In which document can the events table be found?

- A. Troubleshooting Avaya Aura Call Center Elite
- B. Programming Call Vectoring Features in Avaya Aura Call Center Elite
- C. Administrator Guide for Avaya Communication Manager
- D. Feature Description and Implementation for Avaya Communication Manager

Correct Answer: C

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