



Avaya Aura® Call Center Elite Support Exam

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QUESTION 1

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

QUESTION 2

Which set of Vector Directory Number (VDN)/Vector types are used for multi-site Best Service Routing (BSR)?

- A. Interflow, Outflow, and 1st Available
- B. Primary, Status poll, and Outflow
- C. Status poll, Interflow, and 1st available
- D. Primary, Status poll, and Interflow

Correct Answer: D

QUESTION 3

What is the process for routing calls to one or more networked locations that appear as single center called?

- A. Virtual Site Routing
- **B.** Multiple Routing
- C. Best Service Routing
- D. Interflow Routing
- Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/100081982

QUESTION 4

A customer reports that they received the message `Tserver Link Up\\'. What should you advise them to do?



- A. Connect the Tserver to establish the link between the Tserver and the Communication Manager
- B. Check that the Tserver details are correct and AES Server is running
- C. Check the License Director configuration and ensure that the service is running
- D. Nothing. This is just a message indicating the specified link is established

Correct Answer: B

QUESTION 5

To activate and use Best Services Routing (BSR) Available Agent Adjustment, which two must be configured In the Avaya AuraCM Elite Call Center? (Choose two.)

- A. The BSR Application ID must be set in the VDN form.
- B. Set the Available Agent Adjustments tor BSR to y in the System Parameters Feature form.
- C. The Available Agent Adjustments for BSR must be set to YES on System-Parameters Customer Options.
- D. Percent Allocation in the Business Advocate feature must be enabled.

Correct Answer: CD

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