



7492X^{Q&As}

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QUESTION 1

There are four main components of the Call Center Elite Multichannel configuration. Which list contains all of the main components?

- A. Avaya Aura System Manager, Multichannel XML Server, Multichannel Desktop Client, Core Server
- B. Avaya Aura Session Manager, Multichannel XML Server, Multichannel Desktop Client, Core Server
- C. Avaya Aura Communication Manager, Avaya Aura?Session Manager, Multichannel XML Server, Multichannel Desktop Client
- D. Avaya Aura Communication Manager, Multimedia Database, Multichannel XML Server, Multichannel Desktop Client

Correct Answer: D

QUESTION 2

A Call Center Elite installation handles approximately 50 calls per hour using 30 agents. You want to expand the Elite installation to double the capacity of calls with 20 agents in another city. Which type of installation should you use when installing a remote Call Center Elite instance?

- A. Use quick installation of all components
- B. Use manual installation of all components
- C. Use manual installation of a few components
- D. It does not matter which installation method you choose

Correct Answer: C

QUESTION 3

A company using Avaya Aura Call Center Elite is experiencing problems configuring vectors. The vector is not routing calls to a particular queue. Vectors are routing calls to other configuration queues correctly. As a part of a good Global Support Services (CSS) methodology, what should the company do next?

- A. Reduce or eliminate the business Impact of the vector by testing the vectors.
- B. Identify components where the queue is configured. Including the switch, the communication manager, and the programming of the vector, and formulate a hypothesis for testing.
- C. Take corrective action for the vector configuration, by reviewing the current situation and modifying It until the vector queues calls properly.
- D. Determine the frequency and severity of the Issue where the vector does not route calls properly

Correct Answer: B



QUESTION 4

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 5

A customer with multiple locations wants to effectively balance the call load among agents at the various sites.

Which call center feature can provide this capability?

- A. Business Advocate (BA)
- B. Best Service Routing (BSR)
- C. Network Call Redirection (NCR)
- D. Least Occupied Agent (LOA)

Correct Answer: B

Reference: https://downloads.avaya.com/elmodocs2/comm_mgr/r3/pdfs/07_300301_1.pdf (114)

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