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QUESTION 1

Which two vector variable types are strictly global in scope? (Choose two.)

A. stepcnt

B. dow

C. value

D. ani

E. collect

Correct Answer: CE

QUESTION 2

A call enters the system on Primary VDN 6023 that triggers vector 101, and Allow VDN Override Is set to yes on VDN 6023. After receiving the reply-best results from Status Poll vector on VDN 6024, the call Interflow to Interflow VDN 0O2T> with vector 102, and Allow VDN Override Is set to no. Which VDN would be used for BSR Available Agent Strategy?

A. VDN 6026

B. VDN 6025

C. VDN 6024

D. VDN 6023

Correct Answer: D

QUESTION 3

Which two statements describe the benefits of the Business Advocate (BA) feature? (Choose two.)

A. It enables routing of calls to the agent that is most idle.

B. It dynamically matches a customer to an optimal agent.

C. It provides conditional routing of calls to agent queues.

D. It allows for dynamic reporting of call center activities in custom methods.

E. It uses advanced algorithms to efficiently route calls to agents.

Correct Answer: BE

Reference Avaya AuraTM Call Center Feature Reference 6.0 page 78

QUESTION 4

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 5

A customer reports that they have an active alarm. The alarm is from the Media Director and reads "Device

Monitor Failure".

What should you advise the customer to do?

A. Check the License Director configuration and ensure the service is running

B. Restart and Stop the Media Director to resolve the error

C. Check the Media Director configuration and Avaya Aura?Communication Manager

D. Check the device exists in Communication Manager and that it is added in the AES Security database

Correct Answer: D