7392X^{Q&As}

Avaya Aura Call Center Elite Implementation Exam

Pass Avaya 7392X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/7392x.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

Which vector object can replace the Time of Day (TOD) global Vector Variable?

A. Vector Routing Table

B. Business Schedule Table

C. Service Hours Table

D. Policy Routing Table

Correct Answer: C

QUESTION 2

Which Expert Agent Selection (EAS), when is an agent-loginID associated with a specific extension?

A. When the station has Auto Answer enabled

B. When the telephone extension is configured on the station form

C. When the agent\\'s login ID is administered in the switch

D. When the agent logs in at that extension

Correct Answer: D

QUESTION 3

Which two statements describe why the agent\\'s state would be designated as `OTHER\\' in a non-EAS environment? (Choose two.)

A. The agents are on calls from another split.

B. The agents are on outgoing calls.

C. The agents are dialing a number to place a call or activate a feature.

D. An ACD call is ringing at their telephone.

E. The agents have pressed their aux work button.

Correct Answer: CD

QUESTION 4

```
            VECTOR DIRECTORY NUMBER
                Extension: 7201
                    Name*: ABC Rentals
                Destination: Vector Number        1998
        Attendant Vecotring? 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 where 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

A supervisor wants their agents to automatically log out at a specific time.

Which two administration forms are used to configure this functionality? (Choose two.)

A. Station Form

B. Agent LoginID Form

C. Hunt Group Form

D. Feature-Related System-Parameters Form

Correct Answer: BD

QUESTION 6

A supervisor with console permission can enter an agent\\'s login ID, and add or remove an agent\\'s skill via Feature Access Code (FAC). Agents can also dial FAC to add or remove a skill.

Which statement is true about the configuration of this feature?

A. The supervisor\\'s class of restriction (COR) must have the field "Can Force a Work State Change" set to

y.

B. The supervisors class of services (COS) must have the field "Add/Remove Agent Skills" set to y.

C. The agent\\'s COS must have the field "Add/remove Agent Skills" set to y.

D. The supervisors COS must have the field "Can Force a Work State Change" set to y.

E. The supervisors COR must have the field "Add/Remove Agent Skills" set to y.

Correct Answer: B

QUESTION 7

What is the recommended audio format to be played by the Avaya Aura?Media Server?

A. 16bit, 8kHz, Single channel, PCM files

B. 64bit, 8kHz, Multiple channel, PCM files

C. 16bit, 8kHz, Multiple channel, PCM files

D. 64bit, 8kHz, Single channel, PCM files

Correct Answer: A

QUESTION 8

A customer wants to avoid an abandoned call if an agent leaves their position, and an incoming Automatic Call Distribution (ACD) call rings at the agent\\'s telephone.

Which call center feature provides this capability?

A. Redirection on No Answer (RONA)

B. Forced Agent Logout form the After Call Work (ACW) mode

C. Adjunct Routing

D. Variable in Vectors

Correct Answer: A

QUESTION 9

A customer wants to configure their call center for emergencies.

Which action would you advise the call center supervisor to use to configure an alternate call path in case of a disaster?

A. Set of a feature access code that detects a power outage and reroutes calls automatically

B. Set a vector directory number with a collect-type variable.

C. Set a value variable and change the value assigned using a feature access code.

D. Set a trunk group and change the trunk number using a variable.

Correct Answer: A

QUESTION 10

Which operator of the SET command allows you to check number validation in dialed strings using Luhn\\'s algorithm?

A. MOD10

B. ADD

C. CATR

D. SEL

Correct Answer: A

QUESTION 11

A customer is currently using the Communication Manager Automatic Call Distribution (ACD) feature, and will be enabling the Expert Agent Selection (EAS) feature.

With EAS enabled, which software mechanism is used for queuing?

A. Agent IDs

B. VDNs

C. Agent Stations

D. Skills

Correct Answer: C

QUESTION 12

Which three statements about configuring a Call Center with the Elite offer are true? (Choose three.)

A. Service Level Maximizer (SLM) can be used as an agent-based call distribution type.

B. Service Level Maximizer (SLM) can be used as a skills-based call distribution type.

C. Call Management System (CMS) or IQ must be used as the reporting tool.

D. It is possible to use Vector Directory Number (VDN) skill preferences.

E. It includes Expert Agent Selection (EAS) and Business Advocate (BA).

Correct Answer: BDE

QUESTION 13

In an Expert Agent Selection (EAS) Call Center, the customer wants queued calls to be answered by the agent that has been available the longest. Skill level is not to be taken into account when routing the queued calls to an agent.

To meet this requirement, to which type of call distribution method should the hunt group be configured?

A. Expert Agent Distribution-Most Idle Agent (EAD-MIA)

B. Uniform Call Distribution Most Idle Agent (UCD-MIA)

C. Direct Department Calling (DDC)

D. Dynamic Agent Selection (DAS)

Correct Answer: B

QUESTION 14

Which statement about concurrent agent user licenses is true?

A. Number of agents that can be registered in more than one Communication Manager simultaneously.

B. Number of agents that can be added to the system.

C. Only the specified number of licensed units can gain access to more than one skill at a time.

D. Only the specified number of licensed units can gain access to and register the agent with Communication Manager at any given time.

Correct Answer: D

QUESTION 15

Which property of the SET command makes the command unique when dealing with variables?

A. The SET command reassigns variables to new values during the process of a vector.

B. The SET command allows variables to be manipulated using arithmetic and string operators.

C. The SET command allows a group of variables to follow a specific pattern.

D. The SET command allows you to place calls in a particular queue.

Correct Answer: B