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QUESTION 1

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

QUESTION 2

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 3

The Status Poll VDN does not respond to a consider location vector command. Which three reasons are causing this problem? (Choose three.)

- A. The Incorrect Status Poll VDN is defined in HSR application form.
- B. The Console Permission is NOT enabled.
- C. The Route-pattern TSC settings has a setting = n.
- D. The Interflow Vector Is not defined at the remote location.
- E. The Status Poll VDN is using TAC Instead of aar analysis digits.

Correct Answer: ABC



QUESTION 4

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

QUESTION 5

Which two commands will assess the behavior of a command that is used to route calls? (Choose two.)

- A. list trace VDN
- B. list trace vector
- C. display events
- D. list trace station

Correct Answer: BD

QUESTION 6

How can an installer identify if a customer has the Call Center Elite package?

- A. Check the System-Parameters Customer-Options Form and look for the "Call Center Elite" field.



- B. Check the Feature-Related System Parameters and look for the "Call Center Elite" field.
- C. Check the System-Parameters Customer-Options Form and look for the "EAS" field.
- D. Check the System-Parameters Customer-Options Form and look for the "Vectoring (3-0 Enhanced) field.

Correct Answer: C

Reference:

Programming Call Vectors in Avaya Aura™ Call Center 6.0 Page 205

QUESTION 7

A customer has Avaya Communications systems located in Detroit, Chicago and Denver. All three systems are connected via ISDN Tie dunks. The customer is implementing multi site Best Services Routing (BSR) to intelligently compare resources and find the best call center to service their calls. Status polls from the Denver location to Detroit consistently fail. What are two reasons that could be the root cause for this failure? (Choose two.)

- A. The trunks that tie Denver to Detroit are not Distributed Communication Systems (DCS+) or QSIG.
- B. The agents in Detroit are all in auxiliary work mode.
- C. There is no Best Service Routing application for the active Vector Directory Number (VDN).
- D. The Expected Wait Time for the skill in Detroit is being suppressed.

Correct Answer: AB

QUESTION 8

Refer to the exhibit.



SENDING SWITCH:

```
VDN (extension=1080 name="New York Office" vector=80)
```

Vector 80:

1. wait-time 0 secs hearing ringback
2. goto step 12 if calls-queued in split 1 pri m > 5
3. queue-to split 1 pri m
4. announcement 3580
5. wait-time 6 seconds hearing music
6. route-to number 913035661081 with cov n if unconditionally
7. check split 2 pri m if calls-queued < 5
8. wait-time 6 seconds hearing music
9. announcement 3581
10. wait-time 60 seconds hearing music
11. goto step 6 if unconditionally
12. busy

RECEIVING SWITCH:

```
VDN (extension=1081 Name="Denver Inflow" Vector=81)
```

Vector 81:

1. wait-time 0 secs hearing ringback
2. goto step 8 if calls-queued in split 3 pri |>10
3. wait-time 0 seconds hearing music
4. queue-to split 3 pri h
5. announcement 3582
6. wait-time 60 seconds hearing music
7. goto step 6 if unconditionally
8. disconnect after announcement none

You configured vectors in your New York and Denver locations to use Look Ahead Interflow. You want your New York location to interflow to your Denver location if the Denver split has less than 10 calls in queue. After setting vectors in the exhibit you find that calls are interflowing to Denver.

What would cause calls to interflow to Denver?

- A. The wait-time command in step 3 in Denver is considered a call acceptance command and allowing calls to interflow



- B. The wait-time command in step 1 in Denver is considered a call acceptance command and calls to interflow
- C. The route-to number command in step 6 in New York is allowing calls to interflow to Denver
- D. Step 8 in Denver should be a busy command

Correct Answer: C

QUESTION 9

A customer has provided one specific customer toll free number. The customer should have some (but not total) advantage over the typical call to the same skill as other callers.

Which Business Advocate (BA) feature is used to adjust the service level for the customer to this particular skill?

- A. Reserve Agents
- B. Weighted Advance Time
- C. Dynamic Queue Position
- D. Greatest Need

Correct Answer: A

QUESTION 10

Refer to the exhibit.



```
change best-service-routing 1 Page 1 of 15
BEST SERVICE ROUTING APPLICATION
Number: 1 Name: BSR Application Maximum Suppression Time: 30 Lock? n
Num Location Name Switch Node Status Poll VDN Interflow VDN Net Redir?
2 Denver _____ 6090 _____ 6091 _____ y
_____ _____ _____ _____ _____ _____ n
_____ _____ _____ _____ _____ _____ n
_____ _____ _____ _____ _____ _____ n
_____ _____ _____ _____ _____ _____ n
_____ _____ _____ _____ _____ _____ n
_____ _____ _____ _____ _____ _____ n
_____ _____ _____ _____ _____ _____ n
_____ _____ _____ _____ _____ _____ n
_____ _____ _____ _____ _____ _____ n
_____ _____ _____ _____ _____ _____ n
_____ _____ _____ _____ _____ _____ n
_____ _____ _____ _____ _____ _____ n
_____ _____ _____ _____ _____ _____ n
_____ _____ _____ _____ _____ _____ n
```

What are three reasons for turning on "Net Redir" = y? (Choose three.)

- A. Network Call Deflection does not use ISDN messaging.
- B. It supports route-to number ~rl23658888.
- C. It increases trunk usage and costs.
- D. It supports Network Call Transfer.
- E. It decreases trunk usage and costs.

Correct Answer: ADE

QUESTION 11

Which three commands can be used with Network Call Deflection? (Choose three.)

- A. Collect digits
- B. Route-to number
- C. Announcement
- D. Queue to best:
- E. Wait hearing ringback



Correct Answer: ACE

Reference: https://downloads.avaya.com/elmodocs2/callctr/Vector_EASR.13.pdf (302)

QUESTION 12

A call enters the system on VDN 3005. The Allow VLAN Override Is set to no on VDN 3005. The caller chooses the option for Spanish which routes the call to VDN 3010, which has Allow VDN Override set to yes. There are no Spanish agents available, so the call is routed VON 3030. When the caller reaches VDN 3030, what is the active VDN?

- A. 3005
- B. 3030
- C. 3010
- D. 3020

Correct Answer: A

Reference: <https://www.tek-tips.com/viewthread.cfm?qid=1585546>

QUESTION 13

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 14

Refer to the exhibit.

This is an example of the Status Poll Vector on the remote system.

1. consider skill 20 pri m adjust by 0
2. consider skill 11 pri m adjust by 0
3. reply best



The reply-best vector command is applied to which BSR VDN/Vector?

- A. Status Poll Vector
- B. Primary Vector
- C. Interflow vector
- D. Adjunct Vector

Correct Answer: A

QUESTION 15

In administering multi-site Best Services Routing (BSR), what are the two configuration that are associated VDN configuration (Choose two.)

- A. UUI Treatment
- B. Supplementary Service Protocol
- C. BSR Available Agent strategy
- D. BSR Application

Correct Answer: AC

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