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QUESTION 1

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

QUESTION 2

```
                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
```

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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 3

Which three items are components of Communication Manager? (Choose three.)

A. endpoints

B. gateways

C. sessions

D. trunks

E. desktops

Correct Answer: BCE

QUESTION 4

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 5

A call center where agents handle customers with account numbers is using Call Center Elite. The call center wants to offer a survey to customers who complete their tasks to determine the level of service they have received.

Which feature would you suggest when the call center offers a survey to the people who have called?

A. VDN Return Destination

B. VDN Interflow

C. VDN Vectors

D. VDN Override

Correct Answer: A

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