

7392X^{Q&As}

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QUESTION 1

If an agent has the skills to handle one call:

Call 1, with priority 3 that is queued for 10 minutes with skill level 5
Call 2, with priority 3 that is queued for 15 minutes with skill level 10
Call 3, with priority 5 that is queued for 15 minutes with skill level 15
Call 4, with priority 1 that is queued for 15 minutes with skill level 15

Under the skill level handling preference, which of the calls will the agent handle first?

- A. Call 1
- B. Call 2
- C. Call 3
- D. Call 4

Correct Answer: D

QUESTION 2

You need to troubleshoot your Best Services Routing (BSR) polling vectors to verify that they are operating as intended.

Which command do you use to do this?

- A. list trace vdn
- B. list trace trunk
- C. monitor bcms hunt group
- D. monitor bcms trunk

Correct Answer: A

QUESTION 3

Direct Agent calls are not getting counted correctly in the Call Management System (CMS). What must be administered so that Direct Agent calls are measured properly?

- A. Class of Restriction (COR)
- B. Class of Service (COS)
- C. skill-level
- D. ead-mia

Correct Answer: A

QUESTION 4

To improve call handling and agent productivity, you set up a vector using Look Ahead Interflow to check if the remote site can accept a call, and has an agent available. You only want to interflow calls that are at the top two positions of the queue.

Which command would be entered in the vector to accomplish this?

- A. route-to number 9581234 with cov y if interflow-gpos>=2
- B. route-to number 9581234 with cov n if interflow-gpos