

# 7392X<sup>Q&As</sup>

Avaya Aura Call Center Elite Implementation Exam

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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

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**QUESTION 2**

Which two parameters must be configured to allow Service Observing while off site? (Choose two.)

- A. Service Observing Listen Only Access Code
- B. COR – Restriction Override set to all
- C. Telecommuter
- D. Service Observing (Remote/By FAC)

Correct Answer: AD

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**QUESTION 3**

A customer has the Elite Call Center package and wants Basic Call Management System (BCMS) for reports.

Which statement is true about this scenario?

- A. BCMS has all the functions Call Management System (CMS) supports but with less capacity.
- B. BCMS generates Split Reports and not Skills Reports.
- C. BCMS does not support all Call Center Elite features.
- D. BCMS is only offered for customers with a Basic Call Center package.

Correct Answer: C

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**QUESTION 4**

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

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**QUESTION 5**

Which form displays the total number of Automatic Call Distribution (ACD) agents that can be logged in simultaneously?

- A. System-Parameters Security
- B. Special System Parameters
- C. System-Parameters Customer-Options
- D. Feature-Related System Parameters

Correct Answer: C

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