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QUESTION 1

A customer has calls coming into their contact center constantly. They do not want their customers to be waiting long before their call is answered, even if it is answered at a different site. Which two features should be used in the vectors to ensure that all calls are answered in a timely fashion? (Choose two.)

- A. Network Call Redirection
- B. Look-ahead Interflow
- C. Virtual Outflow
- D. Enhanced Look-ahead Interflow

Correct Answer: BD

Reference: <https://downloads.avaya.com/css/P8/documents/100081982> (9, 10)

QUESTION 2

What would trigger a vector event error?

- A. When vector processing reaches the maximum 1000 steps allowed
- B. When vector processing reaches the- maximum 100 steps allowed
- C. Misdirected calls
- D. Call Denial

Correct Answer: C

QUESTION 3

When a customer generates a TTrace log file there are specified components in each line item of the log file.

Which data do these components include?

- A. The log file includes the date, the time, the name of the processes, the system where the process is running, and the process ID
- B. The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the agent handling contacts
- C. The log file includes the name of the processes, the system where the process is running, and the process ID
- D. The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the user on the system

Correct Answer: C

QUESTION 4

A call center is set up to use Look Ahead Interflow (LAI) to distribute calls to multiple centers. To reduce costs, you implement Network Call Redirection (NCR). Which command in the vector would invoke NCR when using LAI?

- A. route-to number 9112920414 with cov y if unconditionally
- B. route-to number 112920414 with cov n if unconditionally
- C. route-to number r112920414 with cov n if unconditionally
- D. route-to number *r112920414 with cov n if unconditionally

Correct Answer: C

QUESTION 5

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

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