

7492X^{Q&As}

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QUESTION 1

If your software is not working, what is the best practice to determine how to fix the concern?

- A. Do a root cause analysis and gather information to solve the problem to prevent future Issues.
- B. Use the nine disciplines associated with troubleshooting to identify and describe the problem.
- C. The ability to get the software running immediately will solve all business needs.
- D. Monitor logs and alerts for Information for a few months to determine the problem.

Correct Answer: A

QUESTION 2

Best Service Routing (BSR) allows adjusting the idle time of agents when determining agent selection. You are considering the step adjustment set to 20 for a given location. Which statement about agent adjustments for the considered location step is true?

- A. The agent's idle time is adjusted up by 20%, unless the idle time is greater than 100 seconds at which point is adjusted up by 20 seconds
- B. The agent's idle time is decreased by 20 seconds, unless the idle time is greater than 100 seconds at which point it is decreased by 20%
- C. The agent's idle time is always adjusted down by 20 seconds
- D. The agent's idle time is always adjusted up by 20 seconds

Correct Answer: B

QUESTION 3

A customer has SLM In their contact center deployed, but would now like to add the Business Advocate feature to Increase staffing automation, so that the supervisor can spend more time coaching their agents. Which statement is true?

- A. Business Advocate can exist with FAS enabled.
- B. SLM can exist without EAS enabled.
- C. The Business Advocate feature and SLM cannot co-exist on the same system.
- D. The Business Advocate feature can run on the same system that has SLM configured.

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/100171600> (p.9)

QUESTION 4

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 5

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

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