

7492X^{Q&As}

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QUESTION 1

Installing WebLM requires that steps should be performed in a particular order. Which order should you use to install and configure WebLM on your Call Center Elite Multichannel Server?

- A. It does not matter what order you install the applications in, as long as WebLM is at the end
- B. Install Java, set JAVA_HOME environment variable, install Tomcat, and set the PATH environment variable
- C. Install WebLM, install Tomcat, set JAVA_HOME and PATH environment variables
- D. Install Tomcat, install Java, install WebLM, and then configure the PATH, JAVA_HOME environment variables

Correct Answer: C

QUESTION 2

A customer wants to archive their log files using the Ttrace Log2Zip application. Which setting can they choose to archive their files?

- A. The type of log file and the name
- B. The period of time, the name, and the files to be archived
- C. The size of the log file and which files to archive
- D. The number of lines in the log and the commands

Correct Answer: B

QUESTION 3

A customer has installed SQL to build the databases. The customer believes that they have installed and configured the SQL and databases correctly, but cannot see the databases in the Elite Multichannel Control Panel.

Which three actions should you advise them to take? (Choose three.)

- A. Check the port numbers
- B. Check that SQL is installed on a separate machine
- C. Check the IP address of the SQL server
- D. Check the installation directory for SQL
- E. Check that TTrace logging is recording errors properly

Correct Answer: CDE

QUESTION 4

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

QUESTION 5

What are three advantages of the Avaya Customer Experience Virtualized environment? (Choose three.)

- A. Enables capital equipment expenditures
- B. Divides up resources among different locations
- C. Enables businesses to scale rapidly
- D. Lowers operational expenses
- E. Requires fewer servers

Correct Answer: ADE

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