

7392X^{Q&As}

Avaya Aura Call Center Elite Implementation Exam

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QUESTION 1

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 l > 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

Refer to the exhibit.

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. Step 8 in Denver should be a busy command.
- B. The route-to number command in step 6 in New York is allowing calls to Interflow to Denver.

C. The wait-time command in step 1 in Denver is considered a call acceptance command and calls to Interflow.

D. The wait-time command in step 3 in Denver is considered a call acceptance command and allowing calls to Interflow.

Correct Answer: B

QUESTION 2

When a customer upgrades from Basic Avaya Call Center to Avaya Aura?Call Center Elite, which three features are added? (Choose three.)

A. Service Level Maximizer

B. Business Advocate

C. Hunt Group

D. Call Management System (CMS)

E. Expert Agent Selection (EAS)

Correct Answer: ABE

QUESTION 3

What is the recommended audio format to be played by the Avaya Aura?Media Server?

A. 16bit, 8kHz, Single channel, PCM files

B. 64bit, 8kHz, Multiple channel, PCM files

C. 16bit, 8kHz, Multiple channel, PCM files

D. 64bit, 8kHz, Single channel, PCM files

Correct Answer: A

QUESTION 4

What provides built-in real-time and historical reporting capabilities for the call center, including reports for Splits/Skills, Agents, Vector Directory Numbers (VDNs) and Trunk Groups?

A. Automatic Number Identification (ANI)

B. Basic Call Management System (BCMS)

C. VuStats

D. Service Level Maximizer (SLM)

Correct Answer: B

QUESTION 5

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

QUESTION 6

Which type of virtual routing allows calls among call centers to achieve improved Automatic Call Distribution (ACD) load-balance by comparing sites?

- A. Adjunct Routing
- B. Network Call Redirection
- C. Network Call Transfer
- D. Look-Ahead Interflow

Correct Answer: D

QUESTION 7

Customers need to use the extension 5004 for announcements in a vector but the vector will not save. To ensure that the resources are configured, what should be done first?

- A. Configure an announcement using the extension 5003.
- B. Configure a dial plan with a 4-digit extension that begins with 5.
- C. Configure a dial plan with a 4-digit feature access code.
- D. Record an announcement.

Correct Answer: B

QUESTION 8

Which three features on the Vector Directory Number (VDN) form are only Call Center Elite feature related? (Choose

three.)

- A. Best Service Routing (BSR) Application
- B. VDN Variables
- C. Meet-me Conferencing
- D. Attendant Vectoring
- E. Skill Preferences (1st, 2nd, 3rd Skills)

Correct Answer: ABD

QUESTION 9

A supervisor wants their agents to automatically log out at a specific time.

Which two administration forms are used to configure this functionality? (Choose two.)

- A. Station Form
- B. Agent LoginID Form
- C. Hunt Group Form
- D. Feature-Related System-Parameters Form

Correct Answer: BD

QUESTION 10

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

QUESTION 11

How can an installer identify if a customer has the Avaya Aura?Call Center Elite package?

- A. Check the System-Parameters Customer-Options Form and search for the Vectoring (3.0 Enhanced) field.

- B. Check the System-Parameters Customer-Options Form and search for the EAS field.
- C. Check the Feature-Related System Parameters and search for the Call Center Elite field.
- D. Check the System-Parameters Customer-Options Form and search for the Call Center Elite field.

Correct Answer: B

QUESTION 12

Which properties of the call center must be configured so that hunt groups are treated as skill hunt groups for the Automatic Call Distribution (ACD)?

- A. Hunt groups are set to be skill hunt groups if the ACD is set to yes, and if Expert Agent Selection is set to no.
- B. Hunt groups are set to be skill hunt groups if the ACD is set to yes, and Expert Agent Selection is set to yes.
- C. Hunt groups are set to be skill hunt groups if the ACD is set to no, and if Expert Agent Selection is set to yes.
- D. Hunt groups are set to be skill hunt groups if the ACD is set to no, and if Expert Agent Selection is set to no.

Correct Answer: B

QUESTION 13

While configuring the Service Observing feature, which three forms should be configured and/or verified? (Choose three.)

- A. System Parameters Customer-Options
- B. Class of Restriction
- C. VuStats Display
- D. Feature-Related System Parameters
- E. Class of Service

Correct Answer: BCD

QUESTION 14

Agents/supervisors want to have the ability to login/logout of splits/skills, change their work mode, and perform service observing.

What is used to facilitate this ability?

- A. Dial Access Plans
- B. Feature Access Codes (FACs)

- C. Skill Assignment
- D. Business Advocate (BA)

Correct Answer: B

QUESTION 15

CALL VECTOR

```
Number: 200      Name: Vector A
Multimedia? n      Attendant Vectoring? n  Meet-me Conf? n      Lock? n
Basic? y  EAS? y   G3W4 Enhanced? y  ANI/II-Digits?y      ASAI Routing? y
Prompting? y  LAI?y      G3V4 Adv Route? y  CINFO ? y  BSR ? y  Holidays? y
Variables? y  3.0 Enhanced ? y
01 wait-time 2 secs hearing silence
02 goto step 9          if holiday          in table 1
03 goto step 10         if time-of-day      is all 17:00 to all 08:00
04 goto step 10         if time-of-day      is fri 17:00 to mon 08:00
05 queue-to  skill 1  pri m
06 wait-time 30 secs hearing music
07 goto step 6          if unconditionally
08 disconnect after announcement none
09 route-to  number 2048 with cov n if unconditionally
10 route-to  number 2049 with cov n if unconditionally
11 stop
```

display holiday 1

HOLIDAY TABLE

Number: 1				Name: Holiday				Description
START				END				
Month	Day	Hour	Min	Month	Day	Hour	Min	
12	31	00	00	01	01	00	00	new year
12	25	00	00	12	25	00	00	labor
07	04	00	00	07	04	00	00	

Refer to the exhibit.

Given the information in the exhibit, what happens to a call if someone calls this vector on Tuesday January 1 at 10:00?

- A. The call will be routed to 2048.
- B. The call will queue to skill 1.
- C. The call will be disconnected.
- D. The call will be routed to 2049.

Correct Answer: B