

## Avaya 7391X Exam

**Volume: 68 Questions**

Question: 1

Which component provides audio support in Avaya Aura® Call Center Elite?

- A. System Manager
- B. Communication Manager
- C. Avaya Aura® Media Server
- D. S8300 Server Blade

Answer: D

Question: 2

To gather status and health information about the Avaya Aura® Call Center Elite Multichannel server applications, which application runs in a Microsoft server Environment?

- A. XML Server
- B. Application Management Service
- C. Interaction Data Service
- D. Call Routing Server

Answer: B

Question: 3

A customer with Avaya Aura® Call Center Elite Multichannel wants to integrate the Elite Multichannel Desktop with the Contact Database.

What information will the customer need?

- A. access to the telephone using the telephony plug-in
- B. access to the telephone using the voice plug-In
- C. access to the email details including past messages using the email plug-in

## Avaya 7391X Exam

D. access to the customer information using the directory plug-in

Answer: D

Question: 4

The Voice Work Item is based on which system parameter feature of the Communication Manager?

A. Expert Agent Selection (EAS)

B. Universal Call ID (UCID)

C. Vector DN

D. Hunt Groups

Answer: B

Question: 5

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 greatest need handling preference, which of the calls will the agent handle first under the greatest need handling preference?

A. Call 4

B. Call 3

C. Call 1

D. Call 2

Answer: A

Question: 6

A customer is planning to use the Application Enablement Server (AES) so they can receive an enhanced set of application programming interfaces that improves the functionality of the Avaya

## Avaya 7391X Exam

Communication services.

Which statement describes additional benefits the customer would receive by using AES?

- A. It is an optional component of Elite Multichannel.
- B. It consolidates multiple CTI servers onto a single platform.
- C. It communicates directly with the Multichannel Desktop.
- D. It allows the XML server to manage the databases.

Answer: B

Question: 7

When creating a vector directory number, or VDN, which four options must be configured to ensure that the call center works correctly? (Choose four.)

- A. Extension
- B. Agent Login
- C. Skill Level
- D. Measured Format
- E. Vector
- F. Hunt Group

Answer: A,C,D,E

Question: 8

Which two statements describe steps needed to perform the Application Enablement Service (AES) configuration with Avaya Aura® Call Center Elite Multichannel? (Choose two.)

- A. Configure the CTI link in AES.
- B. Configure the CTI User in AES.
- C. Enable the AES Server node name on the Elite Multichannel server.

## Avaya 7391X Exam

D. Restart the Multichannel server when the AES is configured.

Answer: A,C

Question: 9

Which statement about concurrent agent user licenses is true?

A. Number of agents that can be registered in more than one Communication Manager simultaneously.

B. Number of agents that can be added to the system.

C. Only the specified number of licensed units can gain access to more than one skill at a time.

D. Only the specified number of licensed units can gain access to and the register the agent with communication manager at any given time.

Answer: D

Question: 10

A customer with Avaya Aura® Call Center Elite Multichannel wants to identify and act on abandoned calls with a callback request.

Which Elite Multichannel component would generate the work item object required to support this request?

A. the XML server

B. the AES

C. the Voice Media Store

D. the Media Director

Answer: B

Question: 11

A customer is currently using the Communication Manager Automatic Call Distribution (ACD) feature, and will be enabling the Expert Agent Selection (EAS) feature.

With EAS enabled, which software mechanism is used for queuing?

## Avaya 7391X Exam

- A. Skills
- B. Agent Stations
- C. Vectors
- D. Agent IDs

Answer: B

Question: 12

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

Answer: A

Question: 13

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

- A. The skills only appear as hunt groups if the ACD is set to yes, and if Expert Agent Selection is set to no.
- B. The skills only appear as hunt groups if the ACD is set to yes, and if Expert Agent Selection is set to yes.
- C. The skills only appear as hunt groups if the ACD is set to no, and if Expert Agent Selection is set to yes.
- D. The skills only appear as hunt groups if the ACD is set to no, and if Expert Agent Selection is set to no.