

AVAYA



## Avaya Aura Call Center Elite Implementation



**EXAMKILLER**

Help Pass Your Exam At First Try

# **Avaya**

## **Exam 7392X**

### **Avaya Aura Call Center Elite Implementation Exam**

**Version: 6.2**

**[ Total Questions: 63 ]**

**Question No : 1**

Which three Items are components of Communication Manager? (Choose three.)

- A. endpoints
- B. gateways
- C. sessions
- D. trunks
- E. desktops

**Answer: B,C,E**

**Question No : 2**

A call center where agents handle customers with account numbers is using Call Center Elite. The call center wants to offer a survey to customers who complete their tasks to determine the level of service they have received.

Which feature would you suggest when the call center offers a survey to the people who have called?

- A. VDN Return Destination
- B. VDN Interflow
- C. VDN Vectors
- D. VDN Override

**Answer: A**

**Question No : 3**

Refer to the exhibit.

## Avaya 7392X : Practice Test

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Primary Incoming VDN/Vector

VECTOR DIRECTORY NUMBER

Extension: 7201

Name\*: ABC Rentals

Destination: Vector Number 1998

Attendant Vectoring? n

Meet-me Conferencing? n

Allow VDN Override? Y

COR: 1

TN\*: 1

Measured: internal

Acceptable Service Level (sec): 20

Service Objective (sec): 20

VDN of Origin Annc. Extension\*:

1<sup>st</sup> Skill\*: 10

CALL VECTOR

Number: 1998 Name: ABC Rental

01 wait-time 0 secs hearing music  
02 goto step 8 if ani in table 1 (a match is  
03 queue-to skill 1<sup>st</sup> pri 1  
04 announcement 8613  
05 wait-time 90 secs hearing music  
06 goto step 4 if unconditionally  
07 stop  
08 route-to number 7202 with cov n if unconditionally  
09

Interflow VDN/Vector:

VECTOR DIRECTORY NUMBER

Extension: 7202

Name\*: High Rollers

Destination: Vector Number 1997

Attendant Vectoring? n

Meet-me Conferencing? n

Allow VDN Override? n

COR: 1

TN\*: 1

Measured: none

Service objective (sec): 20

VDN of Origin Annc. Extension\*:

1\*\* Skill\*: 1

change vector 1997

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CALL VECTOR

Number: 1997 Name: High Rollers

01 wait-time 0 secs hearing music

02 queue-to skill 1\*\* pri h

03 announcement 8613

04 wait-time 30 secs hearing music

05 goto step 3 if unconditionally

A call center administrator has devised a way to provide special treatment for high profile customers, by filtering these agent's Automatic Number Identification (ANI) using a vector routing table, and interflowing these calls to be queued at a higher priority. Unfortunately, after the new VDN/vector steps were implemented, those customers are queuing to the incorrect group of agents.

What would be the reason for this?

- A. VDN Override on VDN 7202 is set to no
- B. VDN Override on VDN 7201 is set to yes
- C. The caller has blocked his calling party number, a match cannot be found, and call processing for this call will cease
- D. No agents are staffed in skill 1

**Answer: A**

**Question No : 4**

In the call center, to prevent an agent from dialing "off-net" to particular number-;, which action should you take?

- A. Create a class of service (COS) for the dialing features.
- B. Create a class of restriction (COR) for calling privileges.
- C. Create a class of restriction (COR) for the feature access code.
- D. Create a class of service (COS) for a collection of feature access codes.

**Answer: B**

**Question No : 5**

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 file
- C. 16bit, 8kHz, Multiple channel, PCM files
- D. 61bit, 8kHz, Single channel, PCM files

**Answer: B**

**Question No : 6**

Which two statements describe the benefits of using Expert Agent Selection (EAS)?  
(Choose two.)

- A. It improves agent performance as supervisors have the option to have agents handle calls based on either skill level or greatest need.
- B. It provides basic reporting on Vectors, Agents, and Trunk Groups.
- C. It facilitates routing of incoming calls to a Voice Response Unit to facilitate self-service.
- D. It provides options for selecting among available agents with the same skill.
- E. It enables recorded announcements to be played to incoming calls.

**Answer: A,D**

**Question No : 7**

Refer to the exhibit.

```
CALL VECTOR
      Number: 200          Name: Vector A
Multimedia? n  Attendant Vectoring? n  Meet-me Conf? n  Lock? n
Basic? y  EAS? y  G3V4 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
      START                END
      Month Day Hour Min   Month Day Hour Min   Description
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
```

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

**Answer: A**

**Question No : 8**

A call center operations manager wants agents to manually enter a code to identify the reason for being in auxiliary (AUX) work status.

Which feature must be activated on the system-parameters customer-options to allow this?

- A. Call Work Codes
- B. Authorization Codes
- C. Reason Codes
- D. AUX State Codes

**Answer: C**

**Explanation:** Reference : Avaya Aura™ Call Center 6.0 Overview Page 26

**Question No : 9**

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?

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

**Answer: C**

**Question No : 10**

A customer wants to configure their call center for emergencies.

Which action would you advise the call center supervisor to use to configure an alternate call path In case of a disaster?

- A. Set a feature access coda that detects a power outage and reroutes calls automatically.
- B. Set a vector directory number with a collect type variable.
- C. Set a value variable and change the value assigned using a feature access code.
- D. Set a trunk group and change the trunk number using a variable.

**Answer: A**

**Question No : 11**

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 the 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 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.

**Answer: B**

**Question No : 12**

A customer wants to routinely monitor their vectors for unexpected results. How should they monitor their results?

- A.** Use the display events command in the Communication Manager.
- B.** Use the lint history command in the Communication Manager.
- C.** Use the System Maintenance > Reports > Error Log Report in the Call Management System.
- D.** Use the Exceptions > Reports > Vector Exceptions in the Call Management System.

**Answer: A**

**Question No : 13**

Refer to the exhibit.

CALL VECTOR

Number: 1996 Name: Variable A

Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n

Basic? y EAS? y G3V4 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 set A = B CATL 9432

VARIABLES FOR VECTORS

Var	Description	Type	Scope	Length	Start	Assignment	VAC
A	XYZ	collect			L	4	3
B	ABC	collect			G	5	1 87654

Given existing variable values on the vector step in the exhibit, what will be the resulting value of Variable "A"?

- A. 9432
- B. 876549432
- C. 3876
- D. 87654

**Answer: C**

**Question No : 14**

In an Expert Agent Selection (EAS) Call Center, the customer wants queued calls to be answered by the agent that has been available the longest. Skill level is not be taken into account when routing the queued calls to an agent.

To meet this requirement, to which type of call distribution method should the hunt group be configured?

- A. Direct Department Calling (DDC)
- B. Uniform Call Distribution Most Idle Agent (UCD-MIA)
- C. Uniform Call Distribution-Least Occupied Agent (UCD-LOA)
- D. Dynamic Agent Selection (DAS)
- E. Expert Agent Distribution-Most Idle Agent (EAD-MIA)

**Answer: B**

Reference: Administering Avaya Aura™ Call Center Features 6.0 page 224