

Avaya 7392X Exam

Volume: 63 Questions

Question: 1

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

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

Answer: A,B,D

Question: 2

To improve call handling and agent productivity you set up a vector using Look Ahead Interflow to check if the remote site can accept a call and has an agent available. You only want to interflow calls that are at the top two positions queue.

Which command would be entered in the vector to accomplish this?

- A. route-to number 9581234 with cov y if interflow-qpos=2
- B. route-to number 9581234 with cov n if interflow-qpos<=2
- C. route-to number 9581234 with cov n if interflow-qpos<2
- D. route-to number 9581234 with cov y if interflow-qpos>=2

Answer: D

Question: 3

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.

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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: 4

What is an abbreviated dialing list that is defined for the entire organization?

A. Entire

B. Personal

C. System

D. Group

Answer: B

Question: 5

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 register the agent with Communication Manager at any given time.

Answer: A

Question: 6

Refer to the exhibit.

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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: C

Question: 7

You need to troubleshoot your Best Services Routing (BSR) polling vectors to verily that they are operating as intended.

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Which command do you use to do this?

- A. List trace vdn
- B. list trace trunk
- C. monitor bcms hunt group
- D. monitor bcms trunk

Answer: A

Question: 8

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)

Answer: B

Question: 9

A customer has the Elite Call Center package and wants Basic Call Management System (RCMS) for reports.

Which statement is true about this scenario?

- A. BCMS has all the functions Call Management System (CMS) supports but with less capacity.
- B. BCMS generates Split Reports and not Skills Reports.
- C. BCMS does not support all Call Center Elite features.
- D. BCMS is only offered for customers with a Basic Call Center package.

Answer: C

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Question: 10

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: 11

Which two statements describe why the agent's state would be designated as 'OTHER' in a non-EAS environment? (Choose two)

- A. The agents are on calls from another split.
- B. The agents are on outgoing calls.
- C. The agents are dialing a number to place a call or activate a feature.
- D. An ACD call is ringing at their telephone.
- E. The agents have pressed the aux work button.

Answer: C,D

Question: 12

Which two functions do Vector Directory Numbers (VDNs) perform in a call center? (Choose two)

- A. VDNs ensure that agents can originate and terminate calls.
- B. VDNs interpret the skills an agent has.
- C. VDNs route calls by pointing to a vector.
- D. VDNs define the call flow through the call center.
- E. VDNs pass parameters to the vector for processing.