

Avaya 7491X Exam

Volume: 65 Questions

Question: 1

A call center where agents handles 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.

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

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

Answer: A

Question: 2

Which two vector variable types are strictly global in scope? (Choose two.)

- A. stepcnt
- B. dow
- C. value
- D. ani
- E. collect

Answer: C,E

Question: 3

When a customer generates a TTrace log file there are specified components in each line item of the log file.

Which data do these components include?

- A. The log file includes the date, the time, the name of the processes, the system where the process is running, and the process ID

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- B. The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the agent handling contacts
- C. The log file includes the name of the processes, the system where the process is running, and the process ID
- D. The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the user on the system

Answer: C

Question: 4

Which component of Call Center Elite Multichannel is used to configure the communication resources such as agents, extensions and vectors, and uses AES to communicate with the AES Call Center Multichannel XML Server?

- A. Call Center Elite Multichannel Desktop
- B. XML Database
- C. XML server
- D. Communication Manager

Answer: C

Question: 5

A customer uses the quick installer to install the core applications for their Call Center Elite Multichannel system.

Which three core server applications require manual configuration during the installation process? (Choose three.)

- A. Media Director
- B. Call Routing Server
- C. Interaction Data Server
- D. Web Chat for IIS
- E. Email Media Store

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Answer: A,B,C

Question: 6

When viewing TTrace Process Output, which two statements are true about the output windows? (Choose two.)

- A. the title bar of the output window shows the date and time
- B. the title bar of the output window shows the process name, the host name, and the process ID
- C. the system displays outputs with the newest at the bottom of the display
- D. the system displays outputs at the top of the display
- E. the window shows the last 1000 lines of the log file

Answer: B,C

Question: 7

A call center has two sets of server applications in the primary location, Seattle and in the secondary location, New York. In Seattle, a significant storm has shut down the offices and there is no electricity available.

What happens with the call center?

- A. When the primary XML Server loses power, the secondary XML server in New York has to be manually set by the IT department. It then can signal to deliver work items to agents.
- B. When the primary XML Server loses power, the secondary XML server in New York will take a few seconds to automatically connect. It then can signal to deliver work items to agents.
- C. When the primary License Director Server loses power, the License Director server in New York automatically starts the XML and Media Director Servers to start routing contacts to agents.
- D. When the primary License Director Server loses power, the License Director server requires a manual restart to control the XML Server in New York. Contacts are then routed to agents.

Answer: B

Question: 8

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You are having problems with Avaya Aura® Call Center Elite Multichannel and you are considering a work around.

In which phase of the 8 disciplines of troubleshooting do you try to see if you can work around the problem until a more permanent solution is found?

- A. D4 – define escape points
- B. D2 – describe the problem
- C. D1 – establish a team
- D. D3 – develop interim containment actions
- E. D5 – choose corrective actions

Answer: D

Question: 9

A customer has a problem with the Call Center Elite Multichannel Media Store. They cannot connect to a database and access the media store.

What would be helpful to narrow the fault domain?

- A. The customer should ensure that the core services are running and that the software is installed
- B. The customer should ensure that the software is installed
- C. The customer should ensure that the database software is installed
- D. The customer should ensure that the services are running

Answer: A

Question: 10

In TTrace Console, a customer wants to change the Call Center Elite Multichannel server they are monitoring.

In which menu in the TTrace Console does the customer need to change this setting?

- A. View
- B. File

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C. Extra

D. Window

E. Help

Answer: A

Question: 11

A customer using the TTrace tool wants to see a list of services that have been configured, and also select their respective logging levels.

Which TTrace tool will accomplish this?

A. TTrace Log2Zip

B. TTrace Configuration

C. TTrace Server

D. TTrace Console

Answer: C

Question: 12

You can reduce time-to-resolution for complex multi-product issues through a repeatable and systematic approach.

Which stage is NOT a good stage to use when developing a resolution plan?

A. Hypothesis Testing

B. Remediation

C. Prevention

D. Problem Analysis

E. Reproducing the Error

Answer: B