

Avaya 7492X Exam

Volume: 83 Questions

Question: 1

Best Service Routing (BSR) allows adjusting the idle time of agents when determining agent selection. You are considering the step adjustment set to 20 for a given location.

Which statement about agent adjustments for the considered location step is true?

- A. The agent's idle time is adjusted up by 20%, unless the idle time is greater than 100 seconds at which point is adjusted up by 20 seconds
- B. The agent's idle time is decreased by 20 seconds, unless the idle time is greater than 100 seconds at which point it is decreased by 20%
- C. The agent's idle time is always adjusted down by 20 seconds
- D. The agent's idle time is always adjusted up by 20 seconds

Answer: C

Question: 2

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: 3

Given the following conditions:

In the Business Advance configuration

During agent surplus conditions

WHEN agents are available

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The agent selection method is PAD

When a call arrives, how will the Communication Manager interpret the highest priority calls?

- A. As the highest skill level agent with the lowest occupancy
- B. As the agent with the lowest ratio of adjusted work time and target allocation for the skill
- C. As the highest skill level, most idle agent
- D. As the most idle agent, without regard to skill level

Answer: A

Question: 4

A customer reports that they have an active alarm. The alarm is from the Media Director and reads "Device Monitor Failure".

What should you advise the customer to do?

- A. Check the License Director configuration and ensure the service is running
- B. Restart and Stop the Media Director to resolve the error
- C. Check the Media Director configuration and Avaya Aura® Communication Manager
- D. Check the device exists in Communication Manager and that it is added in the AES Security database

Answer: D

Question: 5

To enable a Best Services Routing (BSR) tie strategy, when the Alternate Selection on BSR Ties determines how BSR chooses which agent Skill or location to select, which two administration forms need to be administered? (Choose two)

- A. On the Feature Related System Parameters screen verify the BSR Tie Strategy field.
- B. On the VDN form, verify BSR Tie Strategy field.
- C. On the Hunt Group form verify BSR settings.
- D. Verify Suppression Timer Is set correctly In the BSR application plan.

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Answer: C,D

Question: 6

In a multi-site Best Services Routing (BSK) configuration, what is the purpose of the Status Poll vector?

- A. The vector is activated when the given remote server is the best available.
- B. The vector contacts the specified remote servers, and collects information from that remote server.
- C. The vector compares skills at its location and replies to the origin server with information on the best of these skills and estimated wait times (EWT).
- D. The vector queues the call to the resource that is likely to provide the best service.

Answer: C

Question: 7

A customer has calls coming into their contact center constantly. They do not want their customers to be waiting long before their call is answered, even if it is answered at a different site.

Which two features should be used in the vectors to ensure that all calls are answered to a timely fashion? (Choose two)

- A. Network Call Redirection
- B. Look-ahead Interflow
- C. Virtual Outflow
- D. Enhanced Look-ahead Interflow

Answer: A,C

Question: 8

A customer with multiple locations wants to effectively balance the call load among agents at the various sites.

Which call center feature can provide this capability?

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- A. Business Advocate (BA)
- B. Best Service Routing (BSR)
- C. Network Call Redirection (NCR)
- D. Least Occupied Agent (LOA)

Answer: B

Question: 9

A customer has Avaya Communications systems located in Detroit, Chicago and Denver. All three systems are connected via ISDN Tie dunks. The customer is implementing multi site Best Services Routing (BSR) to intelligently compare resources and find the best call center to service their calls. Status polls from the Denver location to Detroit consistently fail.

What are two reasons that could be the root cause for this failure? (Choose two)

- A. The trunks that tie Denver to Detroit are not Distributed Communication Systems (DCS+) or QSIG.
- B. The agents in Detroit are all in auxiliary work mode.
- C. There is no Best Service Routing application for the active Vector Directory Number (VDN).
- D. The Expected Wait Time for the skill in Detroit is being suppressed.

Answer: C,D

Question: 10

A call center is set up to use Look Ahead Interflow (LAI) to distribute calls to multiple centers. To reduce costs, you implement Network Call Redirection (NCR).

Which command in the vector would invoke NCR when using LAI?

- A. route-to number 9112920414 with cov y if unconditionally
- B. route-to number 112920414 with cov n if unconditionally
- C. route-to number r112920414 with cov n if unconditionally
- D. route-to number *r112920414 with cov n if unconditionally

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Answer: C

Question: 11

You have been asked to remove an existing hunt group 10 in the Call Center Elite system. The hunt group is associated with Group type of EAD-MIA, and multiple vectors are referencing this hunt group.

Which command would be the start point?

- A. list usage hunt-group 10
- B. list hunt group 10
- C. list usage extension xxxx(Where xxxx is the extension number)
- D. remove hunt-group 10

Answer: A

Question: 12

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

- A. Check the System-Parameters Customer-Options Form and look for the "Call Center Elite" field.
- B. Check the Feature-Related System Parameters and look for the "Call Center Elite" field.
- C. Check the System-Parameters Customer-Options Form and look for the "EAS" field.
- D. Check the System-Parameters Customer-Options Form and look for the "Vectoring (3-0 Enhanced) field.

Answer: C

Question: 13

Which two statements describe the benefits of the Business Advocate (BA) feature? (Choose two)

- A. It enables routing of calls to the agent that is most idle.
- B. It dynamically matches a customer to an optimal agent.