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Exam : **7392X**

Title : Avaya Aura® Call Center Elite
Implementation Exam

Vendor : Avaya

Version : DEMO

NO.1 Which two benefits to a Call Center does the Call Vectoring feature provide? (Choose two.)

- A. The ability for supervisors to monitor an agent's ACD calls
- B. The conditional call treatment or routing based on parameters such as time of day, day of holidays, etc.
- C. The customized handling of incoming calls via programmed commands
- D. The ability for an agent to answer multiple Automatic Call Distribution (ACD) calls
- E. The ability to change the skills assigned to an agent

Answer: B,C

NO.2 Which three statements about configuring a Call Center with the Elite offer are true? (Choose three.)

- A. SLM can be used as an agent-based call distribution type.
- B. Service Level Maximize (SLM) can be used as a skills-based call distribution type.
- C. Call Management System (CMS) or IQ must be used as the reporting tool.
- D. It is possible to use Vector Directory Number (VDN) skill preferences.
- E. It includes Export Agent Selection (EAS) and Business Advocate (BA).

Answer: B,C,E

NO.3 A call center has agents skilled in sales of product X.

You want them to be able to wrap up calls after they complete a sales call.

To allow this agent to wrap up a call, which parameter should be adjusted?

- A. Call Handling Preference on the Hunt Group form
- B. Direct Agent Call First on the Agent Handling form
- C. Assigned Skill on the Hunt Group form
- D. Timed ACW field on the VDN or Hunt Group form

Answer: A

NO.4 Which two parameters must be configured to allow Service Observing while, off site? (Choose two.)

- A. COR - Restriction Override set to all
- B. Service Observing Listen Only Access Code
- C. Service Observing (Remote/By FAC)
- D. Telecommuter

Answer: B,C

Explanation

Reference Administering Avaya Aura Communication Manager page 504

NO.5 What provides built-in real-time and historical reporting capabilities for the call center, including, reports for Splits/Skills, Agents, Vector Directory Numbers (VDNs) and trunk Groups?

- A. Service Level Maximizer (SLM)
- B. Basic Call Management System (BCMS)
- C. Automatic Number Identification (ANI)
- D. VuStats

Answer: B

NO.6 An Elite Call Center agent is assigned the following Skills:

Skill Hunt Group 1 with Skill Level 5
Skill Hunt Group 2 with Skill Level 10
Skill Hunt Group 3 with Skill Level 15
Skill Hunt Group 4 with Skill Level 15

And the Call Handling Preference is configured as Greatest Need.

Skill 1 Call with priority h that has queued for 10 minutes
Skill 2 Call with priority h that has queued for 15 minutes
Skill 3 Call with priority m that has queued for 15 minutes
Skill 4 Call with priority t that has queued for 15 minutes

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

- A.** Skill 4 Call
- B.** Skill 1 Call
- C.** Skill 3 Call
- D.** Skill 2 Call

Answer: A