



Free Questions for 7392X by dumpssheet

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Question 1

Question Type: MultipleChoice

Which three statements about configuring a Call Center with the Elite offer are true? (Choose three.)

Options:

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

Answer:

B, C, D

Question 2

Question Type: MultipleChoice

A customer wants to avoid an abandoned Call if an agent leaves their position, and an Incoming automatic call distribution (ACD) call rings at the agent's phone.

Which call center feature provides this capability?

Options:

- A- Variable in Vectors
- B- Adjunct Routing
- C- Forced Agent Logout from the After Call Work (ACW) mode
- D- Redirection on No Answer (RONA)

Answer:

D

Explanation:

Question 3

Question Type: MultipleChoice

Which two statements about Automatic Call Distribution (ACD) with Expert Agent Selection (EAS) disabled are true? (Choose two.)

Options:

- A- Agents should log in manually to each split.
- B- Agents could be logged in to 20 splits maximum.
- C- Splits could be measured by Basic Call Management System (BCMS).
- D- After an ACD-call, an agent will automatically change its state to AUX.

Answer:

A, C

Explanation:

Question 4

Question Type: MultipleChoice

While configuring the Service Observing feature, which three forms should be configured and/or verified? (Choose three.)

Options:

- A- System Parameters Customer-Options
- B- Class of Restriction
- C- VuStats Display
- D- Feature-Related System Parameters
- E- Class of service

Answer:

B, C, D

Question 5

Question Type: MultipleChoice

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?

Options:

A- Call Work Codes

B- Authorization Codes

C- Reason Codes

D- AUX State Codes

Reference :

Avaya Aura Call Center 6.0 Overview Page 26

Answer:

C

Question 6

Question Type: MultipleChoice

A customer is waiting. In queue, listening to music, and waiting for the call to be routed to an agent. Which mechanism controls what happens while the customer is waiting In the queue?

Options:

A- Agent Stations

B- Vectors

C- Skills

D- Hunt Groups

Answer:

A

Question 7

Question Type: MultipleChoice

Which statement about concurrent agent user licenses is true?

Options:

- 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 8

Question Type: MultipleChoice

How can an Installer Identify If a customer has the Avaya Aura Call Center Elite package?

Options:

- A-** Check the System-Parameters Customer-Options Form and search for the Vectoring (3.0 Enhanced) field.

- B-** Check the System-Parameters Customer-Options Form and search for the EAS field.
- C-** Check the Feature-Related System Parameters and search for the Call Center Elite field.
- D-** Check the System-Parameters Customer Options Form and search for the Call Center Elite field.

Answer:

D

Question 9

Question Type: MultipleChoice

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?

Options:

A- Agent IDs

B- VDNs

C- Agent Stations

D- Skills

Answer:

C

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