



Free Questions for 7492X by certsinside

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Question 1

Question Type: MultipleChoice

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?

Options:

- 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

Explanation:

Question 2

Question Type: MultipleChoice

If your software is not working, what is the best practice to determine how to fix the concern?

Options:

- A-** Do a root cause analysis and gather information to solve the problem to prevent future Issues.
- B-** Use the nine disciplines associated with troubleshooting to identify and describe the problem.
- C-** The ability to get the software running immediately will solve all business needs.
- D-** Monitor logs and alerts for Information for a few months to determine the problem.

Answer:

A

Question 3

Question Type: MultipleChoice

A company using Avaya Aura Call Center Elite is experiencing problems configuring vectors. The vector is not routing calls to a particular queue. Vectors are routing calls to other configuration queues correctly.

As a part of a good Global Support Services (CSS) methodology, what should the company do next?

Options:

- A-** Reduce or eliminate the business Impact of the vector by testing the vectors.
- B-** Identify components where the queue is configured. Including the switch, the communication manager, and the programming of the vector, and formulate a hypothesis for testing.
- C-** Take corrective action for the vector configuration, by reviewing the current situation and modifying It until the vector queues calls properly.
- D-** Determine the frequency and severity of the Issue where the vector does not route calls properly

Answer:

B

Question 4

Question Type: MultipleChoice

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

Options:

- 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

Explanation:

Programming Call Vectors in Avaya Aura Call Center 6.0 Page 205

Question 5

Question Type: MultipleChoice

While a Look-Ahead Interflow attempt is being made, which feedback is the caller receiving?

Options:

- A- The caller hears the feedback that is provided by the sending switch.
- B- The caller always hears ringback.
- C- The caller hears the feedback that is provided by the receiving switch.
- D- The caller always hears silence.

Answer:

C

Question 6

Question Type: MultipleChoice

Which virtual routing feature can be set up to provide nearly first-in, first-out routing?

Options:

- A- Network Call Deflection
- B- Network Call Transfer
- C- Look-Ahead Interflow
- D- Enhanced Look-Ahead Interflow

Answer:

D

Explanation:

<https://downloads.avaya.com/css/P8/documents/100081980>

Question 7

Question Type: MultipleChoice

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?

Options:

- 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

Answer:

C

Question 8

Question Type: MultipleChoice

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?

Options:

- 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:

B

Question 9

Question Type: MultipleChoice

A call center supervisor is trying to initiate an emergency condition by using FAC. After required FAC, a busy signal is returned.

Which three reasons are causing this problem? (Choose three.)

Options:

- A-** The variable associated with emergency is not defined.
- B-** The COS-group of the telephone set Console Permission disabled.
- C-** The COS group of the telephone set has Priority Calling disabled.
- D-** The FAC Vector Variable (VVI-9) Is not defined.
- E-** The VDN variable VI-9 Is not set.

Answer:

A, C, E

Question 10

Question Type: MultipleChoice

Which set of Vector Directory Number (VDN)/Vector types are used for multi-site Best Service Routing (BSR)?

Options:

- A- Interflow, Outflow, and 1st Available
- B- Primary, Status poll, and Outflow
- C- Status poll, Interflow, and 1st available
- D- Primary, Status poll, and Interflow

Answer:

D

Question 11

Question Type: MultipleChoice

Which two commands will assess the behavior of a command that is used to route calls? (Choose two.)

Options:

- A- list trace VDN

- B- list trace vector
- C- display events
- D- list trace station

Answer:

B, D

Question 12

Question Type: MultipleChoice

Which three statements about LAI requirements are true? (Choose three.)

Options:

- A- Intelligently route calls among the call centers to achieve a better ACD load balance.
- B- The receiving switch is able to accept or deny interflowed calls sent by the sending switch.
- C- The routing of an incoming call to an external switch must be answered at the originating switch.

D- Look-Ahead Interflow (LAI) improves call-handling capability and agent productivity for call centers with multiple locations.

E- It is able to use the adjust-by vector command to better manage EWT.

Answer:

A, B, D

Explanation:

References: <https://downloads.avaya.com/css/P8/documents/100082003>

<https://downloads.avaya.com/css/P8/documents/101038024>

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