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**QUESTION 1**

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?

- A. Agent IDs
- B. VDNs
- C. Agent Stations
- D. Skills

Correct Answer: C

QUESTION 2

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

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

Correct Answer: BD

QUESTION 3

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

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

Correct Answer: BCD



QUESTION 4

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 2 Call

C. Skill 1 Call

D. Skill 3 Call

Correct Answer: A

QUESTION 5

Which form displays the total number of Automatic Call Distribution (ACD) agents that can be logged in simultaneously?

A. System-Parameters Security

B. Special System Parameters

C. System-Parameters Customer-Options

D. Feature-Related System Parameters

Correct Answer: C

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