



7392X^{Q&As}

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QUESTION 1

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

- A. Service Level Maximizer (SLM) can be used as an agent-based call distribution type.
- B. Service Level Maximizer (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 Expert Agent Selection (EAS) and Business Advocate (BA).

Correct Answer: BDE

QUESTION 2

CALL VECTOR

```

Number: 200      Name: Vector A
Multimedia? n   Attendant Vectoring? n   Meet-me Conf? n   Lock? n
Basic? y   EAS? y   G3W4 Enhanced? y   ANI/II-Digits?y   ASAI Routing? y
Prompting? y   LAI?y   G3V4 Adv Route? y   CINFO ? y   BSR ? y   Holidays? y
Variables? y   3.0 Enhanced ? y
01 wait-time   2 secs hearing silence
02 goto step   9           if holiday           in table 1
03 goto step   10          if time-of-day       is all 17:00 to all 08:00
04 goto step   10          if time-of-day       is fri 17:00 to mon 08:00
05 queue-to    skill 1   pri m
06 wait-time   30 secs hearing music
07 goto step   6           if unconditionally
08 disconnect  after announcement none
09 route-to    number 2048 with cov n if unconditionally
10 route-to    number 2049 with cov n if unconditionally
11 stop
    
```

display holiday 1

HOLIDAY TABLE

Number: 1				Name: Holiday				Description
START				END				
Month	Day	Hour	Min	Month	Day	Hour	Min	
12	31	00	00	01	01	00	00	new year
12	25	00	00	12	25	00	00	labor
07	04	00	00	07	04	00	00	

Refer to the exhibit.

Given the information in the exhibit, what happens to a call if someone calls this vector on Tuesday January 1 at 10:00?



- A. The call will be routed to 2048.
- B. The call will queue to skill 1.
- C. The call will be disconnected.
- D. The call will be routed to 2049.

Correct Answer: B

QUESTION 3



```

VECTOR DIRECTORY NUMBER
  Extension: 7201
    Name*: ABC Rentals
      Destination: Vector Number      1998
  Attendant Vecotriring? n
Meet-me Conferencing? n
  Allow VDN Override? y
    COR: 1
      TN*: 1
    Measured: internal
Acceptable Service Level (sec): 20
  Service Objective (sec): 20
VDN of Origin Annc. Extension*:
  1st Skill*      : 10

```

CALL VECTOR

```

Number: 1998      Name: ABC Rental

01 wait-time      0   secs hearing music
02 goto step      8   if ani          in table1 (a match is found here)
03 queue-to       skill 1st pri 1
04 announcement   8613
05 wait-time      90  secs hearing music
06 goto steo      4   if unconditionally
07 stop
08 route-to       number 7202      with cov n if conditionally
09

```

Interflow VDN/Vector:

```

VECTOR DIRECTORY NUMBER
  Extension: 7202
    Name*: High Rollers
      Destination: Vector Number      1997
  Attendant Vectoring? n
Meet-me Conferencing?n
  Allow VDN Override? n
    COR: 1
      TN*: 1
    Measured: none
  Service Objective (sec): 20
VDN of Origin Annc. Extension*:
  1st Skill*:      1

```

change vector 1997

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CALL VECTOR

```

Number: 1997      Name: High Rollers

01 wait-time      0   secs hearing music
02 queue-to       skill 1st pri h
03 announcement   8613
04 wait-time      30  secs hearing music
05 goto step      3   if unconditionally

```



Refer to the exhibit.

A call center administrator has devised a way to provide special treatment for high profile customers, by filtering these agent's Automatic Number Identification (ANI) using a vector routing table, and interflowing these calls to be queued at a higher priority. Unfortunately, after the new VDN/vector steps were implemented, those customers are queuing to the incorrect group of agents.

What would be the reason for this?

- A. VDN Override on VDN 7202 is set to no.
- B. VDN Override on VDN 7201 is set to yes.
- C. No agents are staffed in skill 1.
- D. The caller has blocked his calling party number, a match cannot be found, and call processing for this call will cease.

Correct Answer: A

QUESTION 4

Which two statements describe why the agent's state would be designated as `OTHER` in a non-EAS environment? (Choose two.)

- A. The agents are on calls from another split.
- B. The agents are on outgoing calls.
- C. The agents are dialing a number to place a call or activate a feature.
- D. An ACD call is ringing at their telephone.
- E. The agents have pressed their aux work button.

Correct Answer: CD

QUESTION 5

Which two benefits to a Call Center does the Call Vectoring feature provide? (Choose two.)

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

Correct Answer: AD



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