7392X^{Q&As}

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QUESTION 1

Which vector object can replace the Time of Day (TOD) global Vector Variable?

A. Vector Routing Table

B. Business Schedule Table

C. Service Hours Table

D. Policy Routing Table

Correct Answer: C

QUESTION 2

A customer wants to routinely monitor their vectors for unexpected results. How should they monitor their results?

A. Use the display events command in the Communication Manager.

B. Use the list history command in the Communication Manager.

C. Use the System Maintenance > Reports > Error Log Report in the Call Management System.

D. Use the Exceptions > Reports > Vector Exceptions in the Call Management System.

Correct Answer: A

QUESTION 3

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

QUESTION 4

Which two parameters must be configured to allow Service Observing while off site? (Choose two.)

A. Service Observing Listen Only Access Code

B. COR – Restriction Override set to all

C. Telecommuter

D. Service Observing (Remote/By FAC)

Correct Answer: AD

QUESTION 5

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

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