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QUESTION 1

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?

A. Agent Stations

B. Vectors

C. Skills

D. Hunt Groups

Correct Answer: B

QUESTION 2

A customer wants to configure their call center for emergencies.

Which action would you advise the call center supervisor to use to configure an alternate call path in case of a disaster?

A. Set of a feature access code that detects a power outage and reroutes calls automatically

B. Set a vector directory number with a collect-type variable.

C. Set a value variable and change the value assigned using a feature access code.

D. Set a trunk group and change the trunk number using a variable.

Correct Answer: A

QUESTION 3

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

QUESTION 4

In an Expert Agent Selection (EAS) Call Center, the customer wants queued calls to be answered by the agent that has been available the longest. Skill level is not to be taken into account when routing the queued calls to an agent.

To meet this requirement, to which type of call distribution method should the hunt group be configured?

A. Expert Agent Distribution-Most Idle Agent (EAD-MIA)

B. Uniform Call Distribution Most Idle Agent (UCD-MIA)

C. Direct Department Calling (DDC)

D. Dynamic Agent Selection (DAS)

Correct Answer: B

QUESTION 5

Which three Vector Directory Number (VDN) parameters are associated with the active VDN? (Choose three.)

A. VDN Skill

B. Class of Services (COS)

C. Tenant Number (TN)

D. Best Services Routing (BSR) Application

E. Measured

Correct Answer: ACD

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