



# 7392X<sup>Q&As</sup>

Avaya Aura Call Center Elite Implementation Exam

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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

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### QUESTION 2

For a Split Day report, how many days of historical data are shown in the Basic Call management System (BCMS)?

- A. 5
- B. 1
- C. 2
- D. 3
- E. 7

Correct Answer: E

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### QUESTION 3

Which operator of the SET command allows you to check number validation in dialed strings using Luhn's algorithm?

- A. MOD10
- B. ADD
- C. CATR
- D. SEL

Correct Answer: A

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### QUESTION 4

To ensure that announcements always start at the beginning when played as part of a vector, which action must be



taken?

- A. Create forced announcements.
- B. Set the queue field to Yes.
- C. Use Analog announcements only.
- D. Use external announcements.

Correct Answer: B

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#### QUESTION 5

Which component handles the features of Avaya Aura?Call Center Elite?

- A. Presence Services
- B. Media Server
- C. Session Manager
- D. Communication Manager

Correct Answer: D

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