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QUESTION 1

Which Expert Agent Selection (EAS), when is an agent-loginID associated with a specific extension?

A. When the station has Auto Answer enabled

B. When the telephone extension is configured on the station form

C. When the agent\\'s login ID is administered in the switch

D. When the agent logs in at that extension

Correct Answer: D

QUESTION 2

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 3

Direct Agent calls are not getting counted correctly in the Call Management System (CMS). What must be administered so that Direct Agent calls are measured properly?

A. Class of Restriction (COR)

B. Class of Service (COS)

C. skill-level

D. ead-mia

Correct Answer: A

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

A call center operations manager wants agents to manually enter a code to identify the reason for being in auxiliary (AUX) work status.

Which feature must be activated on the system-parameters customer-options to allow this?

A. AUX State Codes

B. Authorization Codes

C. Call Work Codes

D. Reason Codes

Correct Answer: D