



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

Avaya Aura Call Center Elite Implementation Exam

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**QUESTION 1**

In the call center, to prevent an agent from dialing "off-net" to particular numbers, which action should you take?

- A. Create a class of service (COS) for the dialing features.
- B. Create a class of restriction (COR) for calling privileges.
- C. Create a class of restriction (COR) for the feature access code.
- D. Create a class of service (COS) for a collection of feature access codes.

Correct Answer: B

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**QUESTION 2**

What are three capabilities of Avaya Aura?Media Server? (Choose three.)

- A. High Availability
- B. TDM interfaces for digital and analog stations and trunks
- C. Virtualization
- D. Can be shared with multiple CM's
- E. Has the capacity of up to 1000 AAMS

Correct Answer: ACD

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**QUESTION 3**

Which two functions do Vector Directory Numbers (VDNs) perform in a call center? (Choose two.)

- A. VDNs ensure that agents can originate and terminate calls.
- B. VDNs interpret the skills an agent has.
- C. VDNs route calls by pointing to a vector.
- D. VDNs define the call flow through the call center.
- E. VDNs pass parameters to the vector for processing.

Correct Answer: CE

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**QUESTION 4**

Which properties of the call center must be configured so that hunt groups are treated as skill hunt groups for the



Automatic Call Distribution (ACD)?

- A. Hunt groups are set to be skill hunt groups if the ACD is set to yes, and if Expert Agent Selection is set to no.
- B. Hunt groups are set to be skill hunt groups if the ACD is set to yes, and Expert Agent Selection is set to yes.
- C. Hunt groups are set to be skill hunt groups if the ACD is set to no, and if Expert Agent Selection is set to yes.
- D. Hunt groups are set to be skill hunt groups if the ACD is set to no, and if Expert Agent Selection is set to no.

Correct Answer: B

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#### QUESTION 5

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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