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QUESTION 1

If an agent has the skills to handle one call:

Call 1, with priority 3 that is queued for 10 minutes with skill level 5
Call 2, with priority 3 that is queued for 15 minutes with skill level 10
Call 3, with priority 5 that is queued for 15 minutes with skill level 15
Call 4, with priority 1 that is queued for 15 minutes with skill level 15

Under the skill level handling preference, which of the calls will the agent handle first?

- A. Call 1
- B. Call 2
- C. Call 3
- D. Call 4

Correct Answer: D

QUESTION 2

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

QUESTION 3

Customers need to use the extension 5004 for announcements in a vector but the vector will not save. To ensure that the resources are configured, what should be done first?

- A. Configure an announcement using the extension 5003.
- B. Configure a dial plan with a 4-digit extension that begins with 5.
- C. Configure a dial plan with a 4-digit feature access code.
- D. Record an announcement.

Correct Answer: B



QUESTION 4

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

QUESTION 5

Which two statements describe the benefits of using Expert Agent Selection (EAS)? (Choose two.)

- A. It enables recorded announcements to be played to incoming calls.
- B. It provides options for selecting among available agents with the same skill.
- C. It facilitates routing of incoming calls to a Voice Response Unit to facilitate self-service.
- D. It provides basic reporting on Vectors, Agents, and Trunk Groups.
- E. It improves agent performance because supervisors can have agents handle calls based on either skill-level or greatest need.

Correct Answer: BE

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