



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

Avaya Aura Call Center Elite Implementation Exam

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### QUESTION 1

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 2

A call center has agents skilled in sales of product X. You want them to be able to wrap up calls after they complete a sales call.

To allow this agent to wrap up a call, which parameter should be adjusted?

- A. Assigned Skill on the Hunt Group form
- B. Call Handling Preference on the Hunt Group form
- C. Timed ACW field on the VDN or Hunt Group form
- D. Direct Agent Call First on the Agent Handling form

Correct Answer: A

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### QUESTION 3

Which statement describes the purpose and function of a hunt group?

- A. It is a group of agents that all have the ability to answer specific calls.
- B. It is a group of VDNs that receive calls and pass to a vector.
- C. It is a group of extensions that receive calls to a specific telephone number.
- D. It is a group of skills that an agent has to manage specific calls.

Correct Answer: A

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### QUESTION 4

A supervisor with console permission can enter an agent's login ID, and add or remove an agent's skill via Feature



Access Code (FAC). Agents can also dial FAC to add or remove a skill.

Which statement is true about the configuration of this feature?

- A. The supervisor's class of restriction (COR) must have the field "Can Force a Work State Change" set to y.
- B. The supervisors class of services (COS) must have the field "Add/Remove Agent Skills" set to y.
- C. The agent's COS must have the field "Add/remove Agent Skills" set to y.
- D. The supervisors COS must have the field "Can Force a Work State Change" set to y.
- E. The supervisors COR must have the field "Add/Remove Agent Skills" set to y.

Correct Answer: B

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#### QUESTION 5

What provides built-in real-time and historical reporting capabilities for the call center, including reports for Splits/Skills, Agents, Vector Directory Numbers (VDNs) and Trunk Groups?

- A. Automatic Number Identification (ANI)
- B. Basic Call Management System (BCMS)
- C. VuStats
- D. Service Level Maximizer (SLM)

Correct Answer: B

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