



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

Avaya Aura Call Center Elite Implementation Exam

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## QUESTION 1

**SENDING SWITCH:****VDN (extension=1080 name="New York Office" vector=80)****Vector 80:**

1. wait-time 0 secs hearing ringback
2. goto step 12 if calls-queued in split 1 pri m > 5
3. queue-to split 1 pri m
4. announcement 3580
5. wait-time 6 seconds hearing music
6. route-to number 913035661081 with cov n if unconditionally
7. check split 2 pri m if calls-queued < 5
8. wait-time 6 seconds hearing music
9. announcement 3581
10. wait-time 60 seconds hearing music
11. goto step 6 if unconditionally
12. busy

**RECEIVING SWITCH:****VDN (extension=1081 Name= "Denver Inflow" Vector=81)****Vector 81:**

1. wait-time 0 secs hearing ringback
2. goto step 8 if calls-queued in split 3 pri l > 10
3. wait-time 0 seconds hearing music
4. queue-to split 3 pri h
5. announcement 3582
6. wait-time 60 seconds hearing music
7. goto step 6 if unconditionally
8. disconnect after announcement none

Refer to the exhibit.

You configured vectors in your New York and Denver locations to use Look Ahead Interflow. You want your New York location to interflow to your Denver location if the Denver split has less than 10 calls in queue. After setting vectors in the exhibit you find that calls are interflowing to Denver.

What would cause calls to interflow to Denver?

- A. Step 8 in Denver should be a busy command.
- B. The route-to number command in step 6 in New York is allowing calls to Interflow to Denver.



- C. The wait-time command in step 1 in Denver is considered a call acceptance command and calls to Interflow.
- D. The wait-time command in step 3 in Denver is considered a call acceptance command and allowing calls to Interflow.

Correct Answer: B

**QUESTION 2**

CALL VECTOR

```

Number: 200      Name: Vector A
Multimedia? n      Attendant Vectoring? n  Meet-me Conf? n      Lock? n
Basic? y  EAS? y   G3W4 Enhanced? y  ANI/II-Digits?y      ASAI Routing? y
Prompting? y  LAI?y      G3V4 Adv Route? y  CINFO ? y  BSR ? y  Holidays? y
Variables? y  3.0 Enhanced ? y
01 wait-time 2 secs hearing silence
02 goto step 9          if holiday          in table 1
03 goto step 10         if time-of-day      is all 17:00 to all 08:00
04 goto step 10         if time-of-day      is fri 17:00 to mon 08:00
05 queue-to  skill 1  pri m
06 wait-time 30 secs hearing music
07 goto step 6          if unconditionally
08 disconnect after announcement none
09 route-to  number 2048 with cov n if unconditionally
10 route-to  number 2049 with cov n if unconditionally
11 stop

```

display holiday 1

HOLIDAY TABLE

Number: 1				Name: Holiday				Description
START				END				
Month	Day	Hour	Min	Month	Day	Hour	Min	
12	31	00	00	01	01	00	00	new year
12	25	00	00	12	25	00	00	labor
07	04	00	00	07	04	00	00	

Refer to the exhibit.

Given the information in the exhibit, what happens to a call if someone calls this vector on Tuesday January 1 at 10:00?

- A. The call will be routed to 2048.
- B. The call will queue to skill 1.
- C. The call will be disconnected.
- D. The call will be routed to 2049.

Correct Answer: B

**QUESTION 3**

Which vector object can replace the Time of Day (TOD) global Vector Variable?

- A. Vector Routing Table
- B. Business Schedule Table
- C. Service Hours Table
- D. Policy Routing Table

Correct Answer: C

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**QUESTION 4**

Which three items are components of Communication Manager? (Choose three.)

- A. endpoints
- B. gateways
- C. sessions
- D. trunks
- E. desktops

Correct Answer: BCE

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**QUESTION 5**

In an Expert Agent Selection (EAS) Call Center, the customer wants queued calls to be answered by the agent that has been available the longest. Skill level is not to be taken into account when routing the queued calls to an agent.

To meet this requirement, to which type of call distribution method should the hunt group be configured?

- A. Expert Agent Distribution-Most Idle Agent (EAD-MIA)
- B. Uniform Call Distribution Most Idle Agent (UCD-MIA)
- C. Direct Department Calling (DDC)
- D. Dynamic Agent Selection (DAS)

Correct Answer: B

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