7392X^{Q&As}

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QUESTION 1

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 2

Which two statements describe why the agent\\'s state would be designated as `OTHER\\' in a non-EAS environment? (Choose two.)

A. The agents are on calls from another split.

B. The agents are on outgoing calls.

C. The agents are dialing a number to place a call or activate a feature.

D. An ACD call is ringing at their telephone.

E. The agents have pressed their aux work button.

Correct Answer: CD

QUESTION 3

A customer wants to configure their call center for emergencies.

Which action would you advise the call center supervisor to use to configure an alternate call path in case of a disaster?

A. Set of a feature access code that detects a power outage and reroutes calls automatically

B. Set a vector directory number with a collect-type variable.

C. Set a value variable and change the value assigned using a feature access code.

D. Set a trunk group and change the trunk number using a variable.

Correct Answer: A

QUESTION 4

Which two benefits to a Call Center does the Call Vectoring feature provide? (Choose two.)

A. the customized handling of incoming calls via programmed commands

B. the ability for supervisors to monitor an agent\\'s Automatic Call Distribution (ACD) calls

C. the ability for an agent to answer multiple Automatic Call Distribution (ACD) calls

D. the conditional call treatment or routing based on parameters such as time of day, day of week, holidays, etc.

E. the ability to change the skills assigned to an agent

Correct Answer: AD

QUESTION 5

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

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