



7492X^{Q&As}

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**QUESTION 1**

What would trigger a vector event error?

- A. When vector processing reaches the maximum 1000 steps allowed
- B. When vector processing reaches the- maximum 100 steps allowed
- C. Misdirected calls
- D. Call Denial

Correct Answer: C

QUESTION 2

How can an installer identify if a customer has the Call Center Elite package?

- A. Check the System-Parameters Customer-Options Form and look for the "Call Center Elite" field.
- B. Check the Feature-Related System Parameters and look for the "Call Center Elite" field.
- C. Check the System-Parameters Customer-Options Form and look for the "EAS" field.
- D. Check the System-Parameters Customer-Options Form and look for the "Vectoring (3-0 Enhanced) field.

Correct Answer: C

Reference:

Programming Call Vectors in Avaya Aura™ Call Center 6.0 Page 205

QUESTION 3

A call center supervisor is trying to initiate an emergency condition by using FAC. After required FAC, a busy signal is returned.

Which three reasons are causing this problem? (Choose three.)

- A. The variable associated with emergency is not defined.
- B. The COS-group of the telephone set Console Permission disabled.
- C. The COS group of the telephone set has Priority Calling disabled.
- D. The FAC Vector Variable (VVI-9) Is not defined.
- E. The VDN variable VI-9 Is not set.

Correct Answer: ACE



QUESTION 4

Refer to the exhibit.

CALL VECTOR

Number: 200 Name: Vector A

```
Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n
Basic? y EAS? y G3V4 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

START				END				Description
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	

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 routes 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: C

QUESTION 5

Which two vector variable types are strictly global in scope? (Choose two.)

- A. stepcnt
- B. dow
- C. value
- D. ani
- E. collect

Correct Answer: CE

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