



7492X^{Q&As}

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QUESTION 1

Given the following conditions:

1.

In the Business Advance configuration

2.

During agent surplus conditions

3.

WHEN agents are available

4.

The agent selection method is PAD

When a call arrives, how will the Communication Manager interpret the highest priority calls?

- A. As the highest skill level agent with the lowest occupancy
- B. As the agent with the lowest ratio of adjusted work time and target allocation for the skill
- C. As the highest skill level, most idle agent
- D. As the most idle agent, without regard to skill level

Correct Answer: B

QUESTION 2

In administering multi-site Best Services Routing (BSR), what are the two configuration that are associated VDN configuration (Choose two.)

- A. UUI Treatment
- B. Supplementary Service Protocol
- C. BSR Available Agent strategy
- D. BSR Application

Correct Answer: AC

QUESTION 3

When viewing TTrace Process Output, which two statements are true about the output windows? (Choose two.)



- A. the title bar of the output window shows the date and time
- B. the title bar of the output window shows the process name, the host name, and the process ID
- C. the system displays outputs with the newest at the bottom of the display
- D. the system displays outputs at the top of the display
- E. the window shows the last 1000 lines of the log file

Correct Answer: BC

QUESTION 4

When deploying a virtual environment, you should configure the applications in a specific order. Which option provides the best order to verify the virtual environment?

- A. Application Enablement Services, Call Center Elite Multichannel, SQL database
- B. Avaya WebLM, Communication Manager, SQL database
- C. Call Center Elite Multichannel, Avaya WebLM, SQL database
- D. SQL database, Communication Manager, Avaya WebLM

Correct Answer: C

QUESTION 5

What are the three consideration requirements for the deployment of Network Call Deflection? (Choose

- A. The second leg of the call is set up by the redirecting Communication Manager.
- B. Network Call Deflection is only available In Europe and must be compliant with ETSI Supplementary Service Network Call Deflection.
- C. Announcement, collect digits, converse-on, wait for hearing music, wait for the hearing announcement, ringback, or silence cannot be used for NCD.
- D. NCD by the PSTN can occur only if the incoming call to the Avaya Aura Communication Manager is not answered.
- E. A route-to number r 13035485103 must be used in vector step processing and Net Redir=y in the BSR Application plan.

Correct Answer: ACE

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