7492X^{Q&As}

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QUESTION 1

Best Service Routing (BSR) allows adjusting the idle time of agents when determining agent selection. You are considering the step adjustment set to 20 for a given location. Which statement about agent adjustments for the considered location step is true?

A. The agent\\\'s idle time is adjusted up by 20%, unless the idle time is greater than 100 seconds at which point is adjusted up by 20 seconds

B. The agent\\\'s idle time is decreased by 20 seconds, unless the idle time is greater than 100 seconds at which point it is decreased by 20%

C. The agent\\\'s idle time is always adjusted down by 20 seconds

D. The agent\\\'s idle time is always adjusted up by 20 seconds

Correct Answer: B

QUESTION 2

Which three server applications can be duplicated to provide a level of redundancy? (Choose three.)

A. Integrated Data Server

B. Application Management Server

C. License Director Server

D. XML Server

E. Media Director

Correct Answer: BCD

QUESTION 3

You are having problems with Avaya Aura Call Center Elite Multichannel and you are considering a work

around.

In which phase of the 8 disciplines of troubleshooting do you try to see if you can work around the problem

until a more permanent solution is found?

A. D4 - define escape points

B. D2 - describe the problem

C. D1 - establish a team

D. D3 - develop interim containment actions

E. D5 - choose corrective actions

Correct Answer: D

Reference: https://quality-one.com/8d/

QUESTION 4

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 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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