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QUESTION 1

In a multi-site BSR configuration, with 2 remote location site BSR Application form?

A. 1 status poll VDN and 1 interflow VDN

B. 1 status poll VDN and 2 interflow VDN

C. 2 status poll VDN and 2 Interflow VDN

D. 3 Status poll VDN and 2 Interflow VDN

Correct Answer: A

QUESTION 2

Installing WebLM requires that steps should be performed in a particular order. Which order should you use to install and configure WebLM on your Call Center Elite Multichannel Server?

A. It does not matter what order you install the applications in, as long as WebLM is at the end

B. Install Java, set JAVA_HOME environment variable, install Tomcat, and set the PATH environment variable

C. Install WebLM, install Tomcat, set JAVA_HOME and PATH environment variables

D. Install Tomcat, install Java, install WebLM, and then configure the PATH, JAVA_HOME environment variables

Correct Answer: C

QUESTION 3

Which three commands can be used with Network Call Deflection? (Choose three.)

A. Collect digits

B. Route-to number

C. Announcement

D. Queue to best:

E. Wait hearing ringback

Correct Answer: ACE

Reference: https://downloads.avaya.com/elmodocs2/callctr/Vector_EASR.13.pdf (302)

QUESTION 4

In which document can the events table be found?

A. Troubleshooting Avaya Aura Call Center Elite

B. Programming Call Vectoring Features in Avaya Aura Call Center Elite

C. Administrator Guide tor Avaya Communication Manager

D. Feature Description and Implementation for Avaya Communication Manager

Correct Answer: C

QUESTION 5

What property of the SET command makes the command unique when dealing with variables?

A. The SET command allows variables to be manipulated using arithmetic and string operators

B. The SET command allows you to place calls in a particular queue

C. The SET command allows a group of variables to follow a specific pattern

D. The SET command reassigns variables to new values during the process of a vector

Correct Answer: A

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