



7392X^{Q&As}

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QUESTION 1

A customer wants to avoid an abandoned call if an agent leaves their position, and an incoming Automatic Call Distribution (ACD) call rings at the agent's telephone.

Which call center feature provides this capability?

- A. Redirection on No Answer (RONA)
- B. Forced Agent Logout from the After Call Work (ACW) mode
- C. Adjunct Routing
- D. Variable in Vectors

Correct Answer: A

QUESTION 2

Which component provides audio support in Avaya Aura?Call Center Elite?

- A. System Manager
- B. Communication Manager
- C. Avaya Aura?Media Server
- D. S8300 Server Blade

Correct Answer: C

QUESTION 3

To improve call handling and agent productivity, you set up a vector using Look Ahead Interflow to check if the remote site can accept a call, and has an agent available. You only want to interflow calls that are at the top two positions of the queue.

Which command would be entered in the vector to accomplish this?

- A. route-to number 9581234 with cov y if interflow-gpos>=2
- B. route-to number 9581234 with cov n if interflow-gpos