



7392X^{Q&As}

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QUESTION 1

Which option describes a feature access code?

- A. any group of 1 to 4 digits which can include asterisk (*) and pound (#) signs at the beginning
- B. any group of 1 to 6 digits
- C. any group of 1 to 4 digits where an *(asterisk) can appear anywhere
- D. any group of digits and asterisks (*) or pound signs (#)

Correct Answer: A

QUESTION 2

If an agent has the skills to handle one call:

Call 1, with priority 3 that is queued for 10 minutes with skill level 5
Call 2, with priority 3 that is queued for 15 minutes with skill level 10
Call 3, with priority 5 that is queued for 15 minutes with skill level 15
Call 4, with priority 1 that is queued for 15 minutes with skill level 15

Under the skill level handling preference, which of the calls will the agent handle first?

- A. Call 1
- B. Call 2
- C. Call 3
- D. Call 4

Correct Answer: D

QUESTION 3

Which statement about concurrent agent user licenses is true?

- A. Number of agents that can be registered in more than one Communication Manager simultaneously.
- B. Number of agents that can be added to the system.
- C. Only the specified number of licensed units can gain access to more than one skill at a time.
- D. Only the specified number of licensed units can gain access to and register the agent with Communication Manager at any given time.

Correct Answer: D

**QUESTION 4**

A customer is waiting in queue, listening to music, and waiting for the call to be routed to an agent.

Which mechanism controls what happens while the customer is waiting in the queue?

- A. Agent Stations
- B. Vectors
- C. Skills
- D. Hunt Groups

Correct Answer: B

QUESTION 5

Which Expert Agent Selection (EAS), when is an agent-loginID associated with a specific extension?

- A. When the station has Auto Answer enabled
- B. When the telephone extension is configured on the station form
- C. When the agent's login ID is administered in the switch
- D. When the agent logs in at that extension

Correct Answer: D

QUESTION 6

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

- A. Check the System-Parameters Customer-Options Form and search for the Vectoring (3.0 Enhanced) field.
- B. Check the System-Parameters Customer-Options Form and search for the EAS field.
- C. Check the Feature-Related System Parameters and search for the Call Center Elite field.
- D. Check the System-Parameters Customer-Options Form and search for the Call Center Elite field.

Correct Answer: B

QUESTION 7

Which form displays the total number of Automatic Call Distribution (ACD) agents that can be logged in simultaneously?

- A. System-Parameters Security



- B. Special System Parameters
- C. System-Parameters Customer-Options
- D. Feature-Related System Parameters

Correct Answer: C

QUESTION 8

For a Split Day report, how many days of historical data are shown in the Basic Call management System (BCMS)?

- A. 5
- B. 1
- C. 2
- D. 3
- E. 7

Correct Answer: E

QUESTION 9

You need to troubleshoot Best Service Routing (BSR) vectors for multi-site routing to verify that they are operating as intended.

Which command would you use to do this?

- A. list trace stations
- B. list trace vector
- C. list trace trunk
- D. list trace trac

Correct Answer: B

QUESTION 10

When a customer upgrades from Basic Avaya Call Center to Avaya Aura?Call Center Elite, which three features are added? (Choose three.)

- A. Service Level Maximizer
- B. Business Advocate
- C. Hunt Group



D. Call Management System (CMS)

E. Expert Agent Selection (EAS)

Correct Answer: ABE

QUESTION 11

Which two parameters must be configured to allow Service Observing while off site? (Choose two.)

A. Service Observing Listen Only Access Code

B. COR – Restriction Override set to all

C. Telecommuter

D. Service Observing (Remote/By FAC)

Correct Answer: AD

QUESTION 12

Which two statements describe the benefits of using Expert Agent Selection (EAS)? (Choose two.)

A. It enables recorded announcements to be played to incoming calls.

B. It provides options for selecting among available agents with the same skill.

C. It facilitates routing of incoming calls to a Voice Response Unit to facilitate self-service.

D. It provides basic reporting on Vectors, Agents, and Trunk Groups.

E. It improves agent performance because supervisors can have agents handle calls based on either skill-level or greatest need.

Correct Answer: BE

QUESTION 13

A call center operations manager wants agents to manually enter a code to identify the reason for being in auxiliary (AUX) work status.

Which feature must be activated on the system-parameters customer-options to allow this?

A. AUX State Codes

B. Authorization Codes

C. Call Work Codes

D. Reason Codes



Correct Answer: D

QUESTION 14

Customers need to use the extension 5004 for announcements in a vector but the vector will not save. To ensure that the resources are configured, what should be done first?

- A. Configure an announcement using the extension 5003.
- B. Configure a dial plan with a 4-digit extension that begins with 5.
- C. Configure a dial plan with a 4-digit feature access code.
- D. Record an announcement.

Correct Answer: B

QUESTION 15

A customer wants to routinely monitor their vectors for unexpected results. How should they monitor their results?

- A. Use the display events command in the Communication Manager.
- B. Use the list history command in the Communication Manager.
- C. Use the System Maintenance > Reports > Error Log Report in the Call Management System.
- D. Use the Exceptions > Reports > Vector Exceptions in the Call Management System.

Correct Answer: A

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