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7392X

Avaya Aura® Call Center Elite Implementation Exam

Version 1.0

Exam A

QUESTION 1
Which type of virtual routing allows calls among call centers to achieve improved Automatic Call Distribution (ACD) load-balance by comparing sites?

A. Adjunct Routing
B. Network Call Redirection
C. Network Call Transfer
D. Look-Ahead Interflow

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2 For a Split Day report, how many days of historical data are shown in the Basic Call management System (BCMS)?

A. 5

B .... **Error! Bookmark not defined.**

C .... **Error! Bookmark not defined.**

D .... **Error! Bookmark not defined.**

E .... **Error! Bookmark not defined.**

Correct Answer:Section: (none) Explanation .... **Error! Bookmark not defined.**

Explanation/Reference:

QUESTION 3 A customer has the Elite Call Center package and wants Basic Call Management System (BCMS) for reports.

Which statement is true about this scenario?

A. BCMS has all the functions Call Management System (CMS) supports but with less capacity.
B. BCMS generates Split Reports and not Skills Reports.
C. BCMS does not support all Call Center Elite features.
D. BCMS is only offered for customers with a Basic Call Center package.

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
What provides built-in real-time and historical reporting capabilities for the call center, including reports for Splits/Skills, Agents, Vector Directory Numbers (VDNs) and Trunk Groups?

A. Automatic Number Identification (ANI)
B. Basic Call Management System (BCMS)
C. VuStats
D. Service Level Maximizer (SLM)
Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5 Which two benefits to a Call Center does the Call Vectoring feature provide?
(Choose two.)

A. the customized handling of incoming calls via programmed commands
B. the ability for supervisors to monitor an agent's Automatic Call Distribution (ACD) calls
C. the ability for an agent to answer multiple Automatic Call Distribution (ACD) calls
D. the conditional call treatment or routing based on parameters such as time of day, day of week, holidays, etc.
E. the ability to change the skills assigned to an agent

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6 Which scope is defined by the time-of-day
(TOD) variable?

A. Collect Scope Variable
B. Global Scope Variable
C. Local Scope Variable
D. Persistent Scope Variable

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
A customer is currently using the Communication Manager Automatic Call Distribution (ACD) feature, and will be enabling the Expert Agent Selection (EAS) feature.

With EAS enabled, which software mechanism is used for queuing?

A. Agent IDs
B. VDNs
C. Agent Stations
D. Skills

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11 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
Section: (none)
Explanation

Explanation/Reference:
QUESTION 12 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
Section: (none)
Explanation

Explanation/Reference:

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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14 While configuring the Service Observing feature, which three forms should be configured and/or verified?
(Choose three.)

A. System Parameters Customer-Options
B. Class of Restriction
C. VuStats Display
D. Feature-Related System Parameters
E. Class of Service

Correct Answer: BCD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15 Which two statements about Automatic Call Distribution (ACD) with Expert Agent Selection (EAS) disabled are true?
(Choose two.)

A. After an ACD-call, an agent will automatically change its state to AUX.
B. Splits can be measured by Basic Call Management System (BCMS).
C. Agents can be logged in to 20 splits maximum.
D. Agents should log in manually to each split.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
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 form the After Call Work (ACW) mode
C. Adjunct Routing
D. Variable in Vectors

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17 Which three statements about configuring a Call Center with the Elite offer are true?
(Choose three.)

A. Service Level Maximizer (SLM) can be used as an agent-based call distribution type.
B. Service Level Maximizer (SLM) can be used as a skills-based call distribution type.
C. Call Management System (CMS) or IQ must be used as the reporting tool.
D. It is possible to use Vector Directory Number (VDN) skill preferences.
E. It includes Expert Agent Selection (EAS) and Business Advocate (BA).

Correct Answer: BDE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18 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

Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20

SENDING SWITCH:

VDN (extension=1080 name="New York Office" vector=80)

Vector 80:

1. wait-time 0 secs hearing ringback
2. goto step 12 if calls-queued in split 1 pri m > 5
3. queue-to split 1 pri m
4. announcement 3580
5. wait-time 6 seconds hearing music
6. route-to number 913035661081 with cov n if unconditionally
7. check split 2 pri m if calls-queued < 5
8. wait-time 6 seconds hearing music
9. announcement 3581
10. wait-time 60 seconds hearing music
11. goto step 6 if unconditionally
12. busy

RECEIVING SWITCH:

VDN (extension=1081 Name= "Denver Inflow" Vector=81)

Vector 81:

1. wait-time 0 secs hearing ringback
2. goto step 8 if calls-queued in split 3 pri l > 10
3. wait-time 0 seconds hearing music
4. queue-to split 3 pri h
5. announcement 3582
6. wait-time 60 seconds hearing music
7. goto step 6 if unconditionally
8. disconnect after announcement none

Refer to the exhibit.

You configured vectors in your New York and Denver locations to use Look Ahead Interflow. You want your New York location to interflow to your Denver location if the Denver split has less than 10 calls in queue. After setting vectors in the exhibit you find that calls are interflowing to Denver.

What would cause calls to interflow to Denver?

A. Step 8 in Denver should be a `busy` command.

B. The `route-to` number command in step 6 in New York is allowing calls to Interflow to Denver.

C. The `wait-time` command in step 1 in Denver is considered a call acceptance command and calls to Interflow.

D. The `wait-time` command in step 3 in Denver is considered a call acceptance command and allowing calls to Interflow.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22 Which operator of the SET command allows you to check number validation in dialed strings using Luhn's algorithm?

A. MOD10
B. ADD
C. CATR
D. SEL

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23 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
Section: (none)
Explanation

Explanation/Reference:
QUESTION 24 Which property of the SET command makes the command unique when dealing with variables?

A. The SET command reassigns variables to new values during the process of a vector.
B. The SET command allows variables to be manipulated using arithmetic and string operators.
C. The SET command allows a group of variables to follow a specific pattern.
D. The SET command allows you to place calls in a particular queue.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25

```
CALL VECTOR

    Number:     1996 Name: Variable A
Multimedia?      n    Attendant Vectoring?      n    Meet-me Conf? n                    Lock? n
    Basic?       y    EAS ? y G3V4 Enahanced ? y    ANI/II-Digits ? y         ASAI Routing ? y
  Prompting?     y    LAI ? y G3V4 Adv Route ? y    CINFO ? y   BSR ?y                Holidays ? y
  Variables?     y    3.0 Enhanced ? y


  01 set  A    =B    CATL 9432


          VARIABLES FOR VECTORS
Var Description       Type Scope Length Start Assignment      VAC
A   XYZ          collect             L           4          3
B   ABC        collect         G      5          1          87654
```

Refer to the exhibit.

Given existing variable values on the vector step in the exhibit, what will be the resulting value of Variable "A"?

A. 9432
B. 876549432
C. 3876
D. 87654

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26 You need to troubleshoot your Best Services Routing (BSR) polling vectors to verify that they are operating as intended.

Which command do you use to do this?
A. `list trace vdn`
B. `list trace trunk`
C. `monitor bcms hunt group`
D. `monitor bcms trunk`

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
A call center where agents handle customers with account numbers is using Call Center Elite. The call center wants to offer a survey to customers who complete their tasks to determine the level of service they have received.

Which feature would you suggest when the call center offers a survey to the people who have called?

A. VDN Return Destination
B. VDN Interflow
C. VDN Vectors
D. VDN Override

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28 A customer wants to configure their call center for
emergencies.

Which action would you advise the call center supervisor to use to configure an alternate call path in case of a disaster?

A. Set of a feature access code that detects a power outage and reroutes calls automatically
B. Set a vector directory number with a collect-type variable.
C. Set a value variable and change the value assigned using a feature access code.
D. Set a trunk group and change the trunk number using a variable.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29 Which vector object can replace the Time of Day (TOD) global
Vector Variable?

A. Vector Routing Table
B. Business Schedule Table
C. Service Hours Table
D. Policy Routing Table

Correct Answer: C
Section: (none)
Explanation
Explanation/Reference:

QUESTION 30 Which two vector variable types are strictly global in scope?
(Choose two.)

A. value
B. ani
C. collect
D. dow
E. stepcnt

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
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<2`
C. `route-to number 9581234 with cov n if interflow-gpos<=2`
D. `route-to number 9581234 with cov y if interflow-gpos=2`

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32

```
CALL VECTOR

    Number: 200     Name: Vector A
Multimedia? n        Attendant Vectoring? n   Meet-me Conf? n     Lock? n
    Basic? y  EAS? y   G3W4 Enhanced?  y  ANI/II-Digits?y    ASAI Routing? y
Prompting? y LAI?y      G3V4 Adv Route? y  CINFO ? y BSR ? y  Holidays? y
Variables? y 3.0 Enhanced ? y
01 wait-time   2 secs hearing silence
02 goto step   9              if holiday        in   table 1
03 goto step   10             if time-of-day    is all 17:00 to all 08:00
04 goto step   10             if time-of-day    is fri 17:00 to mon 08:00
05 queue-to    skill 1   pri m
06 wait-time   30 secs hearing music
07 goto step   6         if unconditionally
08 disconnect  after announcement none
09 route-to    number 2048    with cov n if unconditionally
10 route-to    number 2049    with cov n if unconditionally
11 stop


display holiday 1
                    HOLIDAY TABLE

Number: 1                Name: Holiday
_____START_____      _____END_____
Month Day Hour Min       Month Day Hour Min      Description
12    31   00   00       01    01   00   00      new year
12    25   00   00       12    25   00   00      labor
07    04   00   00       07    04   00   00
```

Refer to the exhibit.

Given the information in the exhibit, what happens to a call if someone calls this vector on Tuesday January 1 at 10:00?

A. The call will be routed to 2048.

B. The call will queue to skill 1.
C. The call will be disconnected.
D. The call will be routed to 2049.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33 To ensure that announcements always start at the beginning when played as part of a vector, which action must be taken?

A. Create forced announcements.
B. Set the queue field to Yes.
C. Use Analog announcements only.
D. Use external announcements.
Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34

```
                VECTOR DIRECTORY NUMBER
                     Extension: 7201
                         Name*: ABC Rentals
                     Destination: Vector Number        1998
            Attendant Vecotring? n
    Meet-me Conferencing? n
            Allow VDN Override? y
                              COR: 1
                               TN*: 1
                          Measured: internal
    Acceptable Service Level (sec): 20
            Service Objective (sec): 20
    VDN of Origin Annc. Extension*:
            1st Skill*    : 10


            CALL VECTOR

Number:   1998      Name: ABC Rental

01 wait-time       0    secs hearing music
02 goto step       8        if ani        in   table1    (a match is found here)
03 queue-to        skill 1st  pri 1
04 announcement    8613
05 wait-time       90 secs hearing music
06 goto steo       4        if unconditionally
07 stop
08 route-to        number 7202        with cov n if conditionally
09


Interflow VDN/Vector:

                VECTOR DIRECTORY NUMBER
                     Extension: 7202
                         Name*: High Rollers
                     Destination: Vector Number    1997
        Attendant Vectoring? n
    Meet-me Conferencing?n
        Allow VDN Override? n
                              COR: 1
                               TN*: 1
                      Measured: none
            Service Objective (sec): 20
        VDN of Origin Annc. Extension*:
            1st Skill*:    1
change vector 1997                           Page 1 of


            CALL VECTOR

    Number: 1997        Name: High Rollers
01 wait-time       0 secs hearing music
02 queue-to        skill 1st pri h
03 announcement    8613
04 wait-time       30    secs hearing music
05 goto step       3        if unconditionally
```

Refer to the exhibit.

A call center administrator has devised a way to provide special treatment for high profile customers, by filtering these agent's Automatic Number Identification (ANI) using a vector routing table, and interflowing these calls to be queued at a higher priority. Unfortunately, after the new VDN/vector steps where implemented, those customers are queuing to the incorrect group of agents.

What would be the reason for this?

A. VDN Override on VDN 7202 is set to no.
B. VDN Override on VDN 7201 is set to yes.
C. No agents are staffed in skill 1.
D. The caller has blocked his calling party number, a match cannot be found, and call processing for this call will cease.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36 Which three items are components of Communication Manager?
(Choose three.)

A. endpoints
B. gateways
C. sessions
D. trunks
E. desktops

Correct Answer: BCE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37 Which component handles the features of Avaya Aura® Call
Center Elite?

A. Presence Services
B. Media Server
C. Session Manager
D. Communication Manager
Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:

QUESTION 38 Which two functions do Vector Directory Numbers (VDNs) perform in a call center?
(Choose two.)

A. VDNs ensure that agents can originate and terminate calls.
B. VDNs interpret the skills an agent has.
C. VDNs route calls by pointing to a vector.
D. VDNs define the call flow through the call center.
E. VDNs pass parameters to the vector for processing.

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39 What is the recommended audio format to be played by the Avaya Aura®
Media Server?

A. 16bit, 8kHz, Single channel, PCM files
B. 64bit, 8kHz, Multiple channel, PCM files
C. 16bit, 8kHz, Multiple channel, PCM files
D. 64bit, 8kHz, Single channel, PCM files

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40 What are three capabilities of Avaya Aura® Media Server?
(Choose three.)

A. High Availability
B. TDM interfaces for digital and analog stations and trunks
C. Virtualization
D. Can be shared with multiple CM's
E. Has the capacity of up to 1000 AAMS

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
Which three features on the Vector Directory Number (VDN) form are only Call Center Elite feature related? (Choose three.)
A. Best Service Routing (BSR) Application
B. VDN Variables
C. Meet-me Conferencing

D. Attendant Vectoring
E. Skill Preferences (1st, 2nd, 3rd Skills)

Correct Answer: ABD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42 Agents/supervisors want to have the ability to login/logout of splits/skills, change their work mode, and perform service observing.

What is used to facilitate this ability?

A. Dial Access Plans
B. Feature Access Codes (FACs)
C. Skill Assignment
D. Business Advocate (BA)

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43 An Elite Call Center agent is assigned the following Skills:

Skill Hunt Group 1 with Skill Level 5
Skill Hunt Group 2 with Skill Level 10
Skill Hunt Group 3 with Skill Level 15
Skill Hunt Group 4 with Skill Level 15

And the Call Handling Preference is configured as Greatest Need.

Skill 1 Call with priority h that has queued for 10 minutes
Skill 2 Call with priority h that has queued for 15 minutes
Skill 3 Call with priority m that has queued for 15 minutes Skill
4 Call with priority t that has queued for 15 minutes

Which of the calls will the agent handle first under the greatest need handling preference?

A. Skill 4 Call
B. Skill 2 CallC. Skill 1 Call
D. Skill 3 Call

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
QUESTION 44
Which properties of the call center must be configured so that hunt groups are treated as skill hunt groups for the Automatic Call Distribution (ACD)?

A. Hunt groups are set to be skill hunt groups if the ACD is set to yes, and if Expert Agent Selection is set to no.
B. Hunt groups are set to be skill hunt groups if the ACD is set to yes, and Expert Agent Selection is set to yes.
C. Hunt groups are set to be skill hunt groups if the ACD is set to no, and if Expert Agent Selection is set to yes.

D. Hunt groups are set to be skill hunt groups if the ACD is set to no, and if Expert Agent Selection is set to no.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45 A supervisor wants their agents to automatically log out at
a specific time.

Which two administration forms are used to configure this functionality? (Choose two.)

A. Station Form
B. Agent LoginID Form
C. Hunt Group Form
D. Feature-Related System-Parameters Form

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
A supervisor with console permission can enter an agent's login ID, and add or remove an agent's skill via Feature Access Code (FAC). Agents can also dial FAC to add or remove a skill.

Which statement is true about the configuration of this feature?

A. The supervisor's class of restriction (COR) must have the field "Can Force a Work State Change" set to y.
B. The supervisors class of services (COS) must have the field "Add/Remove Agent Skills" set to y.
C. The agent's COS must have the field "Add/remove Agent Skills" set to y.
D. The supervisors COS must have the field "Can Force a Work State Change" set to y.
E. The supervisors COR must have the field "Add/Remove Agent Skills" set to y.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47 In the call center, to prevent an agent from dialing "off-net" to particular numbers, which action
should you take?

A. Create a class of service (COS) for the dialing features.
B. Create a class of restriction (COR) for calling privileges.
C. Create a class of restriction (COR) for the feature access code.
D. Create a class of service (COS) for a collection of feature access codes.
Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48 Which three items are needed to configure a hunt group in an Expert Agent Selection (EAS) enabled call center?
(Choose three.)

A. The group extension
B. The call distribution method
C. The Vector Directory Number (VDN)
D. The trunk group number
E. The Class of Restriction (COR)

Correct Answer: ABE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49 Which three Vector Directory Number (VDN) parameters are associated with the active VDN?
(Choose three.)

A. VDN Skill
B. Class of Services (COS)
C. Tenant Number (TN)
D. Best Services Routing (BSR) Application
E. Measured

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50 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 2C. Call 3
D. Call 4

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
QUESTION 51 Which two statements describe why the agent's state would be designated as 'OTHER' in a non-EAS environment?
(Choose two.)

A. The agents are on calls from another split.
B. The agents are on outgoing calls.
C. The agents are dialing a number to place a call or activate a feature.
D. An ACD call is ringing at their telephone.

E. The agents have pressed their aux work button.

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53 What are the four mandatory and optional parameters in a Vector Directory Number (VDN) configuration?
(Choose four.)

A. Vector
B. Measured Format
C. Agent Login
D. Skill Preferences
E. Extension
F. Hunt Group

Correct Answer: ABDE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54 Which statement describes the purpose and function of
a hunt group?

A. It is a group of agents that all have the ability to answer specific calls.
B. It is a group of VDNs that receive calls and pass to a vector.
C. It is a group of extensions that receive calls to a specific telephone number.
D. It is a group of skills that an agent has to manage specific calls.
Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55 What is an abbreviated dialing list that is defined for the entire
organization?

A. Entire
B. Personal
C. System
D. Group

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56 A call center has agents skilled in sales of product X. You want them to be able to wrap up calls after they complete a sales call.
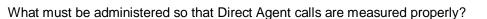
To allow this agent to wrap up a call, which parameter should be adjusted?

A. Assigned Skill on the Hunt Group form
B. Call Handling Preference on the Hunt Group form
C. Timed ACW field on the VDN or Hunt Group form
D. Direct Agent Call First on the Agent Handling form

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57 Direct Agent calls are not getting counted correctly in the Call Management System (CMS).

What must be administered so that Direct Agent calls are measured properly?

A. Class of Restriction (COR)
B. Class of Service (COS)
C. skill-level
D. ead-mia

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
In an Expert Agent Selection (EAS) Call Center, the customer wants queued calls to be answered by the agent that has been available the longest. Skill level is not to be taken into account when routing the queued calls to an agent.

To meet this requirement, to which type of call distribution method should the hunt group be configured?

A. Expert Agent Distribution-Most Idle Agent (EAD-MIA)
B. Uniform Call Distribution Most Idle Agent (UCD-MIA)
C. Direct Department Calling (DDC)
D. Dynamic Agent Selection (DAS)

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
A customer wants the ability to track the call types for Automatic Call Distribution (ACD) calls answered by agents. These call types will be defined by the customer.

Which call center feature can the customer use to track their defined call types?

A. Multiple Call Handling (MCH)
B. Redirection on No Answer (RONA)
C. Feature Access Codes (FAC)
D. Call Work Codes (CWC)
E. Least Occupied Agent (LOA)
Correct Answer: D
Section: (none)
Explanation

Explanation/Reference: