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Avaya Aura Call Center Elite Support Exam

Exam A

QUESTION 1
Which three statements are true about virtual routing? (Choose three.)

A. CTI is a required component for multi-site configuration.
B. Virtual routing allows the call centers to be transparent, and act as a virtual call center that is transparent to the user.

C. Virtual routing involves only contacts that are non-voice related such as email and chat.

D. Virtual routing determines where to route the call according to the criteria: Look-ahead interflow or Advanced look-ahead interflow.

E. Virtual can be implemented in single-site or multi-site configuration.

Correct Answer: BCE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
In a multi-site Best Services Routing (BSR) configuration, what is the purpose of the Status Poll vector?

A. The vector is activated when the given remote server is the best available.

B. The vector contacts the specified remote servers, and collects information from that remote server.

C. The vector compares skills at its location and replies to the origin server with information on the best of these skills and estimated wait times (EWT).

D. The vector queues the call to the resource that is likely to provide the best service.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: http://btbusiness.custhelp.com/euf/assets/TelephoneSystems/Avaya/CallCentre/07_300303_1.pdf

QUESTION 3
What are the three consideration requirements for the deployment of Network Call Deflection? (Choose three.)

A. The second leg of the call is set up by the redirecting Communication Manager.
B. Network Call Deflection is only available in Europe and must be compliant with ETSI Supplementary Service Network Call Deflection.
C. Announcement, collect digits, converse-on, wait for hearing music, wait for the hearing announcement, ringback, or silence cannot be used for NCD.
D. NCD by the PSTN can occur only if the incoming call to the Avaya Aura® Communication Manager is not answered.
E. A route-to number r13035485103 must be used in vector step processing, and Net Redir=y in the BSR Application plan.

Correct Answer: ACE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
What are two call vectoring command failures for "adjunct routing"? (Choose two.)

A. The VDN's COR does not permit routing to the adjuncts supplied destination.
B. The specified agent is not logged into the specified split for a direct agent call.
C. The VDN's COS-group does not have Console Permission set to y.
D. The CTI link can be any identifier.

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/101050308 (18)

QUESTION 5
While configuring a vector using the Best Services Routing (BSR) feature, the installer was not able to use the `consider location` command.

What is causing this problem?

A. Expert Agent Selection (EAS) was not enabled on the Feature-Related System Parameters form.
B. The location number is not defined in the BSR application form.
C. The ASAI routing is not enabled.
D. Preference Handling Distribution (FAS-PHD) was not enabled on the System-Parameters Customer-Options form.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6

A customer with multiple locations wants to effectively balance the call load among agents at the various sites.

Which call center feature can provide this capability?

A. Network Call Redirection (NCR)
B. Best service Routing (BSR)
C. Least Occupied Agent (LOA)
D. Business Advocate (BA)

Correct Answer: B
Section: (none)
Explanation
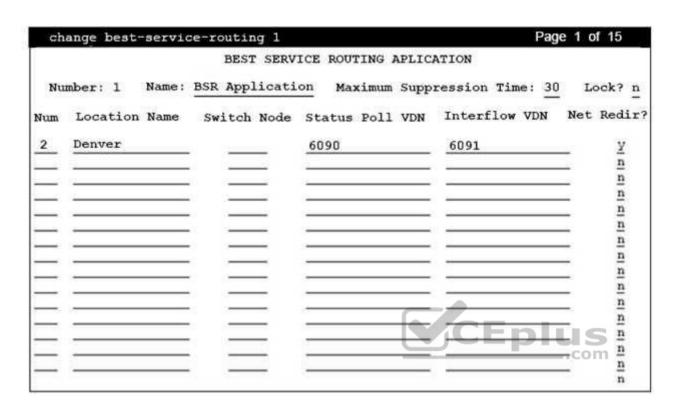
Explanation/Reference:
Reference: https://downloads.avaya.com/elmodocs2/comm_mgr/r3/pdfs/07_300301_1.pdf (114)

QUESTION 7

Refer to the exhibit.

```
change best-service-routing 1                            Page 1 of 15

                    BEST SERVICE ROUTING APLICATION

   Number: 1    Name: BSR Application   Maximum Suppression Time: 30    Lock? n

Num  Location Name     Switch Node   Status Poll VDN   Interflow VDN   Net Redir?

2    Denver                          6090              6091                y
_    _____        _____        _____        _____          n
_    _____        _____        _____        _____          n
_    _____        _____        _____        _____          n
_    _____        _____        _____        _____          n
_    _____        _____        _____        _____          n
_    _____        _____        _____        _____          n
_    _____        _____        _____        _____          n
_    _____        _____        _____        _____          n
_    _____        _____        _____        _____          n
_    _____        _____        _____        _____          n
_    _____        _____        _____        _____          n
_    _____        _____        _____        _____          n
_    _____        _____        _____        _____          n
_    _____        _____        _____        _____          n
```

What are three reasons for turning on "Net Redir" = y? (Choose three.)

A. Network Call Deflection does not use ISDN messaging.
B. It supports route-to number ~r123658888.
C. It increases trunk usage and costs.
D. It supports Network Call Transfer.
E. It decreases trunk usage and costs.

Correct Answer: ADE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
A call center has four agents:

Agent 1 has experience with Sales and French.
Agent 2 has experience with Sales and English.
Agent 3 has experience with Support and English.
Agent 4 has experience with Sales and is bilingual in English and French.

The first call comes in requiring sales assistance in English, and a second call comes looking for Sales in French.

Which agent is still available for calls when the call center is using Best Services Routing (BSR), and the next call requires French?

A. Agent 1
B. Agent 2
C. Agent 3
D. Agent 4

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
A call enters the system on VDN 3005. The Allow VDN Override is set to no on VDN 3005. The caller chooses the option for Spanish which routes the call to VDN 3010, which has Allow VDN Override set to yes. There are no Spanish agents available, so the call is routed VDN 3030.

When the caller reaches VDN 3030, what is the active VDN?

A. 3005
B. 3030
C. 3010
D. 3020

Correct Answer: A
Section: (none)

Explanation
Explanation/Reference:
Reference: https://www.tek-tips.com/viewthread.cfm?qid=1585546

QUESTION 10
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
Section: (none)
Explanation

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

QUESTION 11
What are the three requirements for Best Services Routing (BSR) polling over IP without the B-channel signaling-group? (Choose three.)

A. Max number of CA TSC
B. Max number of NCA TSC
C. Trunk Group for NCA TSC

D. TSC Supplementary Service Protocol: b

E. Route pattern must have TSC = N

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

QUESTION 12
In a multi-site BSR configuration, with 2 remote locations, how many VDNs are required on the Primary 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
A customer uses multi-site Best Services Routing (BSR) and IP trunks to handle callers in the most efficient manner. To conserve bandwidth, they would like announcements to be sourced at the local switch, regardless of which site is deemed best.

Which licensed feature must be activated to accomplish this?

A. BSR Usage Allocation Enhancements

B. ISDN/SIP Network Call Redirection

C. VDN Return Destination

D. BSR Local Treatment for IP and ISDN

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
Which set of Vector Directory Number (VDN)/Vector types are used for multi-site Best Services Routing (BSR)?

A. Interflow, Outflow, and 1st Available
B. Primary, Status poll, and Outflow
C. Status poll, Interflow, and 1st available
D. Primary, Status poll, and Interflow

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
A call center supervisor is trying to initiate an emergency condition by using FAC. After entering the required FAC, a busy signal is returned.

Which three reasons are causing this problem? (Choose three.)

A. The variable associated with emergency is not defined.
B. The COS-group of the telephone set Console Permission disabled.
C. The COS-group of the telephone set has Priority Calling disabled.
D. The FAC Vector Variable(VV1-9) is not defined.
E. The VDN variable V1-9 is not set.

Correct Answer: ACE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which virtual routing feature can be set up to provide nearly first-in, first-out routing?

A. Network Call Deflection
B. Network Call Transfer
C. Look-Ahead Interflow
D. Enhanced Look-Ahead Interflow

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100081980

QUESTION 17
How can the installer identify if a customer has the Call Center Elite package?

A. Check the System-Parameters Customer-Options Form, and look for the "Call Center Elite" field.
B. Check the Feature-Related System Parameters, and look for the "Call Center Elite" field.
C. Check the System-Parameters Customer-Options Form, and look for the "EAS" field.
D. Check the System-Parameters Customer-Options Form, and look for the "Vectoring" (3-0 Enhanced) field.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
A company using Avaya Aura® Call Center Elite is experiencing problems configuring vectors. The vector is not routing calls to a particular queue. Vectors are routing calls to other configured queues correctly.

As a part of a good Global Support Services (GSS) methodology, what should the company do next?

A. Reduce or eliminate the business impact of the vector by testing the vectors.
B. Identify components where the queue is configured, including the switch, the communication manager, and the programming of the vector, and formulate a hypothesis for testing.
C. Take corrective action for the vector configuration, by reviewing the current situation and modifying it until the vector queues calls properly.
D. Determine the frequency and severity of the issue where the vector does not route calls properly.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
QUESTION 19
If your software is not working, what is the best practice to determine how to fix the concern?

A. Do a root cause analysis and gather information to solve the problem to prevent future issues.
B. Use the nine disciplines associated with troubleshooting to identify and describe the problem.
C. The ability to get the software running immediately will solve all business needs.
D. Monitor logs and alerts for information for a few months to determine the problem.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
You are having problems with Avaya Aura® Call Center Elite 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?

https://vceplus.com/

A. D4 – define escape points
B. D1 – establish a team
C. D2 – describe the problem

D. D3 – develop interim containment actions

E. D5 – choose corrective actions

Correct Answer: D
Section: (none)
Explanation

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

QUESTION 21
With consideration to the Avaya Global Support Services troubleshooting methodology, which step is most important when developing a hypothesis for troubleshooting software?

A. Determining the triggers

B. Recognizing the problem

C. Choosing corrective actions

D. Implementing corrective actions

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
A customer has SLM in their contact center deployed, but would now like to add the Business Advocate feature to increase staffing automation, so that the supervisor can spend more time coaching their agents.

Which statement is true?

A. Business Advocate can exist with EAS enabled.

B. SLM can exist without EAS enabled.

C. The Business Advocate feature and SLM cannot co-exist on the same system.

D. The Business Advocate feature can run on the same system that has SLM configured.

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100171600 (p.9)

QUESTION 23
Given the following conditions:

▪ In the Business Advocate configuration

▪ During agent surplus conditions ▪
WHEN agents are available

▪ The agent selection method is PAD

When a call arrives, how will the Communication Manager interpret the highest priority calls?

A. As the highest skill agent with the lowest occupancy
B. As the agent with the lowest ratio of adjusted work time and target allocation for the skill
C. As the highest skill level, most idle agent
D. As the most idle agent, without regard to skill level

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/101038060

https://vceplus.com/