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Avaya Aura® Call Center Elite Support Exam

Avaya 7492X

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

What are the three considerationrequirements for the deployment of Network Call Deflection? (Choose

A. The second leg of the call is set up by the redirecting Communication Manager.

B. Network Call Deflectionisonly available In Europeand must be compliant with ETSI Supplementary Service Network Call Deflection.

C. Announcement, collect digits, converse-on, wait for hearing music, wait for the hearingannouncement, ringback, or silencecannot be used for NCD.

D. NCD by the PSTN can occur only if the incoming call to the Avaya AuraCommunication Manager is not answered.

E. A route-to number r 13035485103 must be used in vector stepprocessingand Net Redir=yin theBSR Application plan.

ANSWER: A D E

QUESTION NO: 2

A customer uses the quick installer to install the core applications for their Call Center Elite Multichannel system.

Which three core server applications require manual configuration during the installation process? (Choose

three.)

A. Media Director

B. Call Routing Server

C. Interaction Data Server

D. Web Chat for IIS

E. Email Media Store

ANSWER: A B C

QUESTION NO: 3

There are four main components of the Call Center Elite Multichannel configuration.

Which list contains all of the main components?

A. Avaya Aura® System Manager, Multichannel XML Server, Multichannel Desktop Client, Core Server

B. Avaya Aura® Session Manager, Multichannel XML Server, Multichannel Desktop Client, Core Server

C. Avaya Aura® Communication Manager, Avaya Aura® Session Manager, Multichannel XML Server, Multichannel Desktop Client

D. Avaya Aura® Communication Manager, Multimedia Database, Multichannel XML Server, Multichannel Desktop Client

ANSWER: D

QUESTION NO: 4

What are thethree key differences between Enhanced look Ahead Interflow(FLAI) and traditional LAI? (Choose three.)

A. The ELAI uses the interflow-qposvector command.

B. The Call Center calls must be queued to first in LLAI.

C. The ELAI uses route-to number ~r 13035485103.

D. The ELAI Is near first-in-first-out routing.

E. The value of the Interflow-qpos can be set as <=12.

ANSWER: C D E

QUESTION NO: 5

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?

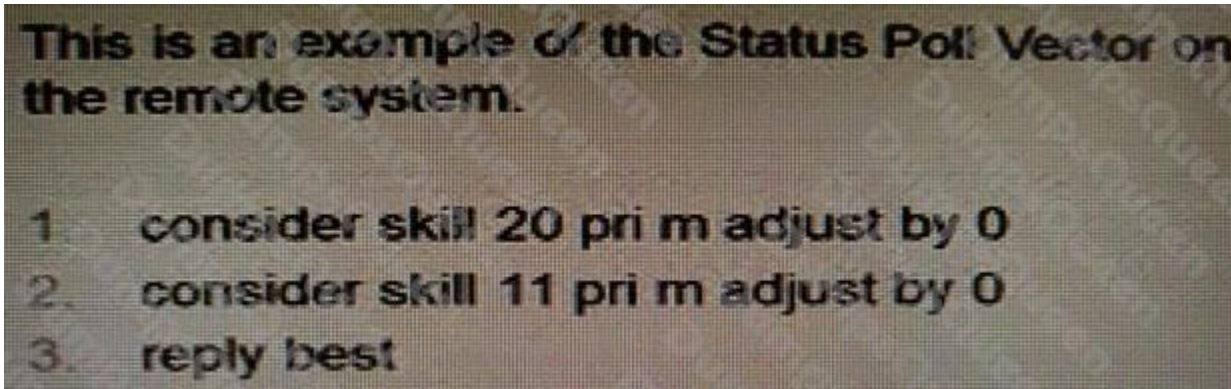**A.** It does not matter what order you install the applications in, as long as WebLM is at the end

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

ANSWER: C

QUESTION NO: 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. Business Advocate (BA)

B. Best Service Routing (BSR)

C. Network Call Redirection (NCR)

D. Least Occupied Agent (LOA)

ANSWER: B

QUESTION NO: 7

Refer to the exhibit.

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~rl23658888.

C. It increases trunk usage and costs.

D. It supports Network Call Transfer.

E. It decreases trunk usage and costs.

ANSWER: C D E

Refer to the exhibit.

This is an example of the Status Poll Vector on the remote system.

1. consider skill 20 pri m adjust by 0
2. consider skill 11 pri m adjust by 0
3. reply best

The reply-best vector command is applied to which BSR VDN/Vector?

A. Status Poll Vector

B. Primary Vector

C. Interflow vector

D. Adjunct Vector

ANSWER: B

Whatate threemajor benefits of SLM with EAS? (Choose three.)

A. Can incorporate Business Advocate as an additional feature

B. Less average delay to answer

C. Greater control over providing differentiated service

D. Redundant network coverage

E. Autopilot capability

ANSWER: A B D

QUESTION NO: 10

Refer to the exhibit.

Prnmsry Incconing VDN/Vector

VECTOR DIRECTORS NUMBER

```
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 6

                        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
                                                    7201
```

```
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 6
                    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
```

Name': ABC Rentals Vector Number

1 9 98

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 6
                     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

```
CALL VECTOR

     Number: 1996          Name: Variable A

Multimedia?  n  Attendant Vectoring? n  Meet-me Conf? n  Lock? n

Basic?        y  EAS? y  G3V4 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 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
```
Meet-me

Allow VDN Override? Y

COR: I

Measured: intorual

Acceptable Rervice Level (sec): 20

Service Objective (sec): 20

```
CALL VECTOR

     Number: 1996          Name: Variable A

Multimedia?  n  Attendant Vectoring? n  Meet-me Conf? n  Lock? n

Basic?        y  EAS? y  G3V4 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 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
```
VDN Origin Annc.

1• 9kill*: 10

CALL VECTOR

Number: 1998 Name: ABC Rental

01 wait-time secs hearing music

```
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 6
                              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
```

02 step B

if ani

in 'table 1 (a match is

03 skill 1" pri 1

04 announcement 8613

405 wait-time 90 secs hearing music

06

07 stop

step

if unconditionally

08 number 7202

09

with cov n if unconditionally

```
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 6
                          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
```

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 were 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. The caller has blocked his calling party number, a match cannot be found, and call processing for this call will cease

D. No agents are staffed in skill 1

ANSWER: A