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Avaya Aura Call Center Elite Implementation and Maintenance

Avaya 3304

Version Demo

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QUESTION NO: 1

Which two Vector Variable types are strictly global in scope? (Choose two.)

- A. ani
- B. value
- C. collect
- D. dow
- E. Stepcnt

ANSWER: A C

Explanation:

: Reference Programming Call Vectors in Avaya Aura™ Call Center 6.0 Page 103

QUESTION NO: 2

A supervisor like a summary report from Basic Communication Management System (BCMS) and is not sure what data items are available for this report.

Which three objects are available for a summary report? (Choose three)

- A. hunt
- B. trunk
- C. skill
- D. vdn
- E. station

ANSWER: B C D

Explanation:

: Reference 07-300061 BCMS Operations Page 54

QUESTION NO: 3

As a call center supervisor you have 12 agents that report to you. The Basic Call management System (BCMS) is reporting a particular agent taking 10 calls during a 1 hour interval. The agent is claiming to have taken 100 calls. You find that one of the calls spanned more than one time interval.

Which statement about Automatic Call Distribution (ACD) explain, the discrepancy in the BCMS report?

- A. ACD calls in process count in the time interval in which they start.
- B. ACD calls in process count in the time interval in which they terminate.
- C. ACD calls in process count in the time interval in which the call duration are the longest.
- D. ACD calls in process count in the time interval in which the call duration are the shortest.

ANSWER: B

Explanation:

: Reference 07-300061 Page 47

QUESTION NO: 4

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 01 remove a skill.

Which statement is true about the configuration of this feature?

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

ANSWER: C

QUESTION NO: 5

You are tasked to run Basic Call Management Reports (BCMS) on your call center agents.

You need to run a report to find out how many calls each agent took the previous day.

Which command is used to run this report?

- A. monitor bcms agent 1234 day mm/dd
- B. list bcms agent mm/ yy
- C. list bcms agent mm/dd
- D. list bcms agent 1234 day mm/dd

ANSWER: D

QUESTION NO: 6

You are implementing a new contact center and gathering all information for the new agents. The Communication manager (CM) Agent Login ID form is populated from information gathered on the Agent Skills Worksheet.

Which three items are included on this worksheet? (Choose three)

- A. Call handling preference
- B. Login ID
- C. Skill preferences
- D. Skill level
- E. Class of service (COS)

ANSWER: A B D

QUESTION NO: 7

While configuring a vector using the best Service Routing feature, the installer was not able to use the consider location command.

Why did the installer encounter this feature?

- A. The Best Service Routing feature was not enabled on the Feature-Related System Parameters form.
- B. Look Ahead Interflow (LAI) was not enabled on the System-Parameters Customer Options form
- C. Expert Agent Selection (EAS) was not enabled on the Feature-Related System Parameters form.
- D. Preference Handling Distribution (FAS-PHD) was not enabled on the System-Parameters Customer-Options form.

ANSWER: B

Explanation:

: Reference Administering Avaya Aura™ Call Center Features 6.0 page 55

QUESTION NO: 8

A very large contact center needs to have several agents logged into as many as 20 skills simultaneously as a backup.

Which feature must be licensed to allow for this number of assignments?

- A. Expert Agent Selection (EAS)
- B. EAS Preference Handling Distribution (EAS PHD)
- C. Service Level Maximizer (SLM)
- D. Business Advocate (BA)

ANSWER: B

Explanation:

: Reference Avaya Aura™ Call Center Feature Reference 6.0 page 28

QUESTION NO: 9

Which two statements describe the benefits of the Business Advocate (BA) feature?

(Choose two.)

- A. It enables routing of calls to the agent that is most idle.
- B. It dynamically matches a customer to an optimal agent.
- C. It provides conditional routing of calls to agent queues.
- D. It allows for dynamic reporting of call center activities in custom methods.
- E. It uses advanced algorithms to efficiently route calls to agents.

ANSWER: B E

Explanation:

: Reference Avaya Aura™ Call Center Feature Reference 6.0 page 78

QUESTION NO: 10

Which three statements are true about configuring a Call Center with the Elite offer?

(Choose three)

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

ANSWER: B C D