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Avaya Aura® Call Center Elite Support Exam

Avaya 7492X

Version Demo

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QUESTION NO: 1

What are the three consideration requirements 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 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 r 13035485103 must be used in vector step processing and Net Redir=y in the BSR Application plan.

ANSWER: A D E

QUESTION NO: 2

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: 3

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: 4

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: 5

Refer to the exhibit.

Prnmsry Inconing 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*:

1** 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 1** 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*:

1** 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 1** pri h

03 announcement 8613

04 wait-time 30 secs hearing music

05 goto step 3 if unconditionally

Name': ABC

Rentals Vector Number

1998

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*:

1** 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 1** 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*:

1** 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 1** 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*:

1* 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 1* 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

QUESTION NO: 6

What are three major 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: 7

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

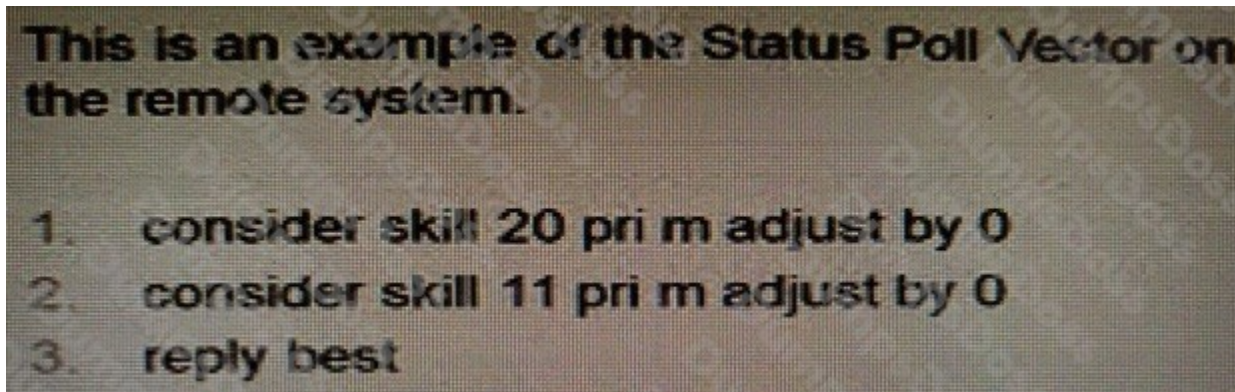
Which list contains all of the main components?

- 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: 8

Refer to the exhibit.



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

QUESTION NO: 9

Refer to the exhibit.

Num	Location Name	Switch Node	Status Poll VDN	Interflow VDN	Net Redir
1	Denver		6090	6091	

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.

ANSWER: C D E

QUESTION NO: 10

What are the three 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