

Avaya 73920T

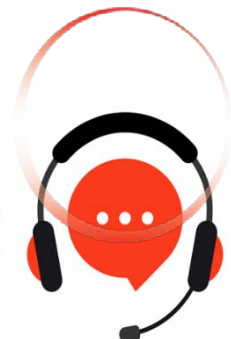
**Avaya AXP On-Prem (formerly Avaya Aura CC Elite)
Implementation**

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Product Version

- 1. Up to Date products, reliable and verified.**
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Latest Version: 6.0

Question: 1

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?

Response:

- A. Agent Stations
- B. Vectors
- C. Skills
- D. Hunt Groups

Answer: B

Question: 2

For a basic Avaya Aura® Call Center Elite system, which component acts as the interface for third-party integrations?

Response:

- A. Media Gateway
- B. Application Enablement Services
- C. Session Border Controller
- D. SIP Enablement Services

Answer: B

Question: 3

How are historical reporting capabilities used in decision-making for call center expansions?
(Choose Two)

Response:

- A. To analyze trends in call volume over time
- B. To evaluate the effectiveness of marketing campaigns
- C. To track changes in customer satisfaction levels
- D. To identify underperforming call centers

Answer: A,D

Question: 4

Which two parameters must be configured to allow Service Observing while off site?

(Choose two.)

Response:

- A. Service Observing Listen Only Access Code
- B. COR – Restriction Override set to all
- C. Telecommuter
- D. Service Observing (Remote/By FAC)

Answer: A,D

Question: 5

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?

Response:

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

Answer: C

Question: 6

How does Avaya Aura® Call Center Elite ensure the correct assignment of calling permissions and restrictions?

Response:

- A. Through real-time analysis of call traffic
- B. By using predefined templates based on job roles
- C. Via manual adjustments made by supervisors
- D. Using automated scripts that adjust based on time-of-day

Answer: B

Question: 7

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?

Response:

- A. Automatic Number Identification (ANI)
- B. Basic Call Management System (BCMS)
- C. VuStats
- D. Service Level Maximizer (SLM)

Answer: B

Question: 8

What impact does the implementation of a hierarchical dialing plan have on Avaya Aura® Call Center Elite's performance?

Response:

- A. Reduces the number of possible dialing errors
- B. Increases the call setup time
- C. Enhances the flexibility in call routing
- D. Decreases the system's overall call capacity

Answer: C

Question: 9

In a high-availability Avaya Aura® Call Center Elite configuration, which component is crucial for system redundancy?

Response:

- A. Additional DSP resources
- B. Secondary Media Server
- C. Tertiary Ethernet Switch
- D. Duplicate SIP Trunk

Answer: B

Question: 10

Why is understanding the network routing structure important for managing a distributed call center environment?

Response:

- A. It helps in designing efficient disaster recovery strategies
- B. It ensures all locations comply with the same service standards
- C. It facilitates better resource allocation based on call load
- D. It improves the overall security of the communication system

Answer: C

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