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QUESTION & ANSWER

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Exam : **7392X**

Title : Avaya Aura® Call Center
Elite Implementation Exam

Version : DEMO

1.Which type of virtual routing allows calls among call centers to achieve improved Automatic Call Distribution (ACD) load-balance by comparing sites?

- A. Adjunct Routing
- B. Network Call Redirection
- C. Network Call Transfer
- D. Look-Ahead Interflow

Answer: D

2.For a Split Day report, how many days of historical data are shown in the Basic Call management System (BCMS)?

- A. 5
- B. 1
- C. 2
- D. 3
- E. 7

Answer: E

3.A customer has the Elite Call Center package and wants Basic Call Management System (BCMS) for reports.

Which statement is true about this scenario?

- A. BCMS has all the functions Call Management System (CMS) supports but with less capacity.
- B. BCMS generates Split Reports and not Skills Reports.
- C. BCMS does not support all Call Center Elite features.
- D. BCMS is only offered for customers with a Basic Call Center package.

Answer: C

4.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?

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

Answer: B

5.Which two benefits to a Call Center does the Call Vectoring feature provide? (Choose two.)

- A. the customized handling of incoming calls via programmed commands
- B. the ability for supervisors to monitor an agent's Automatic Call Distribution (ACD) calls
- C. the ability for an agent to answer multiple Automatic Call Distribution (ACD) calls
- D. the conditional call treatment or routing based on parameters such as time of day, day of week, holidays, etc.
- E. the ability to change the skills assigned to an agent

Answer: A,D