EndExam
QUESTION & ANSWER
Accurate study guides, High passing rate!

Exam : **7491X**

Title : Avaya Aura® Call Center Elite and Call Center Elite Multichannel Support Exam

Version : DEMO

1.Which of the following is important when considering regular call center operations?

A. A backup strategy for the call center databases

B. An analysis of the software you choose to create the call center databases

C. A decision for how much room to create for the call center databases

D. A restore strategy for the information in the call center databases

Answer: A

2.Refer to the exhibit.

```
Primary Incoming VDN/Vector

                        VECTOR DIRECTORY NUMBER

                         Extension: 7201

                          Name*: ABC Rentals

               Destination: Vector Number       1998

        Attendant Vectoring? n

Meet-me Conferencing? n

      Allow VDN Override? Y

                                   COR: 1

                                   TN*: 1

                          Measured: internal

Acceptable Service Level (sec): 20

       Service Objective (sec): 20

VDN of Origin Annc. Extension*:

            1st Skill*: 10

                     CALL VECTOR

Number: 1998      Name: ABC Rental


01 wait-time    0     secs hearing music

02 goto step    8         if ani    in    table 1    (a match is

03 queue-to     skill 1st pri 1

04 announcement 8613

05 wait-time    90    secs hearing music

06 goto step    4         if unconditionally

07 stop

08 route-to     number 7202          with cov n if unconditionally

09
```

```
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

3.You need to troubleshoot your Best Service Routing (BSR) polling vectors to verify that they are

operating as intended.

Which command do you use to do this?

A. monitor bcms hunt group

B. list trace trunk

C. monitor bcms trunk

D. list trace vdn

Answer: D

4.To improve call handling and agent productivity you set up a vector using Look Ahead Interflow to check if the remote site can accept a call and has an agent available. You only want to interflow calls that are at the top two positions queue.

Which command would be entered in the vector to accomplish this?

A. route-to number 9581234 with cov y if interflow-qpos=2

B. route-to number 9581234 with cov n if interflow-qpos<=2

C. route-to number 9581234 with cov n if interflow-qpos<2

D. route-to number 9581234 with cov y if interflow-qpos>=2

Answer: D

5.Refer to the exhibit.

```
CALL VECTOR

       Number: 200              Name: Vector 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 wait-time      2     secs hearing silence

02 goto step      9              if holiday        in table 1

03 goto step      10             if time-of-day  is all 17:00 to all 08:00

04 goto step      10             if time-of-day  is fri 17:00 to mon 08:00

05 queue-to       skill 1    pri m

06 wait-time      30     secs hearing music

07 goto step      6              if unconditionally

08 disconnect    after announcement none

09 route-to       number 2048       with cov n if unconditionally

10 route-to       number 2049       with cov n if unconditionally

11 stop


display holiday 1

                        HOLIDAY TABLE

Number: 1               Name: Holiday

_____START_____         _____END_____

Month   Day Hour  Min     Month   Day Hour  Min        Description

12      31   00    00      01      01   00    00        new year

12      25   00    00      12      25   00    00        labor

07      04   00    00      07      04   00    00
```

Given the information in the exhibit, what happens to a call if someone calls this vector on Tuesday January 1 at 10:00?

A. The call will be routes to 2048

B. The call will queue to skill 1

C. The call will be disconnected

D. The call will be routed to 2049

Answer: C