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QUESTION 1

Which properties of the call center must be configured so that hunt groups are treated as skill hunt groups for the Automatic Call Distribution (ACD)?

A. Hunt groups are set to be skill hunt groups if the ACD is set to yes, and if Expert Agent Selection is set to no.

B. Hunt groups are set to be skill hunt groups if the ACD is set to yes, and Expert Agent Selection is set to yes.

C. Hunt groups are set to be skill hunt groups if the ACD is set to no, and if Expert Agent Selection is set to yes.

D. Hunt groups are set to be skill hunt groups if the ACD is set to no, and if Expert Agent Selection is set to no.

Correct Answer: B

QUESTION 2

Which two functions do Vector Directory Numbers (VDNs) perform in a call center? (Choose two.)

A. VDNs ensure that agents can originate and terminate calls.

B. VDNs interpret the skills an agent has.

C. VDNs route calls by pointing to a vector.

D. VDNs define the call flow through the call center.

E. VDNs pass parameters to the vector for processing.

Correct Answer: CE

QUESTION 3

A call center has agents skilled in sales of product X. You want them to be able to wrap up calls after they complete a sales call.

To allow this agent to wrap up a call, which parameter should be adjusted?

A. Assigned Skill on the Hunt Group form

B. Call Handling Preference on the Hunt Group form

C. Timed ACW field on the VDN or Hunt Group form

D. Direct Agent Call First on the Agent Handling form

Correct Answer: A

QUESTION 4

Which component provides audio support in Avaya Aura?Call Center Elite?

A. System Manager

B. Communication Manager

C. Avaya Aura?Media Server

D. S8300 Server Blade

Correct Answer: C

QUESTION 5

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

Correct Answer: E

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