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QUESTION 1

Which vector object can replace the Time of Day (TOD) global Vector Variable?

- A. Vector Routing Table
- B. Business Schedule Table
- C. Service Hours Table
- D. Policy Routing Table

Correct Answer: C

QUESTION 2

Which three items are components of Communication Manager? (Choose three.)

- A. endpoints
- B. gateways
- C. sessions
- D. trunks
- E. desktops

Correct Answer: BCE

QUESTION 3

Which statement describes the purpose and function of a hunt group?

- A. It is a group of agents that all have the ability to answer specific calls.
- B. It is a group of VDNs that receive calls and pass to a vector.
- C. It is a group of extensions that receive calls to a specific telephone number.
- D. It is a group of skills that an agent has to manage specific calls.

Correct Answer: A

QUESTION 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 of the queue.



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

- A. route-to number 9581234 with cov y if interflow-gpos>=2
- B. route-to number 9581234 with cov n if interflow-gpos