



# 7392X<sup>Q&As</sup>

Avaya Aura Call Center Elite Implementation Exam

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### QUESTION 1

Direct Agent calls are not getting counted correctly in the Call Management System (CMS). What must be administered so that Direct Agent calls are measured properly?

- A. Class of Restriction (COR)
- B. Class of Service (COS)
- C. skill-level
- D. ead-mia

Correct Answer: A

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### QUESTION 2

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

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### QUESTION 3

Customers need to use the extension 5004 for announcements in a vector but the vector will not save. To ensure that the resources are configured, what should be done first?

- A. Configure an announcement using the extension 5003.
- B. Configure a dial plan with a 4-digit extension that begins with 5.
- C. Configure a dial plan with a 4-digit feature access code.
- D. Record an announcement.

Correct Answer: B

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### QUESTION 4

A customer is currently using the Communication Manager Automatic Call Distribution (ACD) feature, and will be enabling the Expert Agent Selection (EAS) feature.



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With EAS enabled, which software mechanism is used for queuing?

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

Correct Answer: C

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#### QUESTION 5

How can an installer identify if a customer has the Avaya Aura?Call Center Elite package?

- A. Check the System-Parameters Customer-Options Form and search for the Vectoring (3.0 Enhanced) field.
- B. Check the System-Parameters Customer-Options Form and search for the EAS field.
- C. Check the Feature-Related System Parameters and search for the Call Center Elite field.
- D. Check the System-Parameters Customer-Options Form and search for the Call Center Elite field.

Correct Answer: B

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