



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

Avaya Aura Call Center Elite Implementation Exam

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#### QUESTION 1

What are three capabilities of Avaya Aura?Media Server? (Choose three.)

- A. High Availability
- B. TDM interfaces for digital and analog stations and trunks
- C. Virtualization
- D. Can be shared with multiple CM's
- E. Has the capacity of up to 1000 AAMS

Correct Answer: ACD

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#### QUESTION 2

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

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#### QUESTION 3

When a customer upgrades from Basic Avaya Call Center to Avaya Aura?Call Center Elite, which three features are added? (Choose three.)

- A. Service Level Maximizer
- B. Business Advocate
- C. Hunt Group
- D. Call Management System (CMS)
- E. Expert Agent Selection (EAS)

Correct Answer: ABE

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#### QUESTION 4



Which Expert Agent Selection (EAS), when is an agent-loginID associated with a specific extension?

- A. When the station has Auto Answer enabled
- B. When the telephone extension is configured on the station form
- C. When the agent's login ID is administered in the switch
- D. When the agent logs in at that extension

Correct Answer: D

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#### QUESTION 5

Which two statements describe why the agent's state would be designated as `OTHER` in a non-EAS environment? (Choose two.)

- A. The agents are on calls from another split.
- B. The agents are on outgoing calls.
- C. The agents are dialing a number to place a call or activate a feature.
- D. An ACD call is ringing at their telephone.
- E. The agents have pressed their aux work button.

Correct Answer: CD

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