



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

Avaya Aura Call Center Elite Implementation Exam

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### QUESTION 1

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

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 2

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 3

You need to troubleshoot your Best Services Routing (BSR) polling vectors to verify that they are operating as intended.

Which command do you use to do this?

- A. list trace vdn
- B. list trace trunk
- C. monitor bcms hunt group
- D. monitor bcms trunk

Correct Answer: A

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#### QUESTION 4

Which form displays the total number of Automatic Call Distribution (ACD) agents that can be logged in simultaneously?

- A. System-Parameters Security
- B. Special System Parameters
- C. System-Parameters Customer-Options
- D. Feature-Related System Parameters

Correct Answer: C

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#### QUESTION 5

If an agent has the skills to handle one call:

Call 1, with priority 3 that is queued for 10 minutes with skill level 5  
Call 2, with priority 3 that is queued for 15 minutes with skill level 10  
Call 3, with priority 5 that is queued for 15 minutes with skill level 15  
Call 4, with priority 1 that is queued for 15 minutes with skill level 15

Under the skill level handling preference, which of the calls will the agent handle first?

- A. Call 1
- B. Call 2
- C. Call 3
- D. Call 4

Correct Answer: D

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