



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

Avaya Aura Call Center Elite Implementation Exam

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#### QUESTION 1

Which two benefits to a Call Center does the Call Vectoring feature provide? (Choose two.)

- A. the customized handling of incoming calls via programmed commands
- B. the ability for supervisors to monitor an agent's Automatic Call Distribution (ACD) calls
- C. the ability for an agent to answer multiple Automatic Call Distribution (ACD) calls
- D. the conditional call treatment or routing based on parameters such as time of day, day of week, holidays, etc.
- E. the ability to change the skills assigned to an agent

Correct Answer: AD

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#### QUESTION 2

A customer wants to routinely monitor their vectors for unexpected results. How should they monitor their results?

- A. Use the display events command in the Communication Manager.
- B. Use the list history command in the Communication Manager.
- C. Use the System Maintenance > Reports > Error Log Report in the Call Management System.
- D. Use the Exceptions > Reports > Vector Exceptions in the Call Management System.

Correct Answer: A

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#### QUESTION 3

Which operator of the SET command allows you to check number validation in dialed strings using Luhn's algorithm?

- A. MOD10
- B. ADD
- C. CATR
- D. SEL

Correct Answer: A

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#### QUESTION 4

Which two statements describe the benefits of using Expert Agent Selection (EAS)? (Choose two.)

- A. It enables recorded announcements to be played to incoming calls.



- B. It provides options for selecting among available agents with the same skill.
- C. It facilitates routing of incoming calls to a Voice Response Unit to facilitate self-service.
- D. It provides basic reporting on Vectors, Agents, and Trunk Groups.
- E. It improves agent performance because supervisors can have agents handle calls based on either skill-level or greatest need.

Correct Answer: BE

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#### QUESTION 5

Which type of virtual routing allows calls among call centers to achieve improved Automatic Call Distribution (ACD) load-balance by comparing sites?

- A. Adjunct Routing
- B. Network Call Redirection
- C. Network Call Transfer
- D. Look-Ahead Interflow

Correct Answer: D

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