



# 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

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 3

A customer wants to configure their call center for emergencies.

Which action would you advise the call center supervisor to use to configure an alternate call path in case of a disaster?

- A. Set of a feature access code that detects a power outage and reroutes calls automatically
- B. Set a vector directory number with a collect-type variable.
- C. Set a value variable and change the value assigned using a feature access code.
- D. Set a trunk group and change the trunk number using a variable.

Correct Answer: A

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#### QUESTION 4



A call center where agents handle customers with account numbers is using Call Center Elite. The call center wants to offer a survey to customers who complete their tasks to determine the level of service they have received.

Which feature would you suggest when the call center offers a survey to the people who have called?

- A. VDN Return Destination
- B. VDN Interflow
- C. VDN Vectors
- D. VDN Override

Correct Answer: A

### QUESTION 5

#### CALL VECTOR

```

Number: 200      Name: Vector A
Multimedia? n      Attendant Vectoring? n  Meet-me Conf? n      Lock? n
  Basic? y  EAS? y  G3W4 Enhanced? y  ANI/II-Digits?y      ASAI Routing? y
Prompting? y  LAI?y      G3V4 Adv Route? y  CINFO ? y  BSR ? y  Holidays? y
Variables? y  3.0 Enhanced ? y
01 wait-time  2 secs hearing silence
02 goto step  9              if holiday              in table 1
03 goto step  10             if time-of-day          is all 17:00 to all 08:00
04 goto step  10             if time-of-day          is fri 17:00 to mon 08:00
05 queue-to   skill 1  pri m
06 wait-time  30 secs hearing music
07 goto step  6              if unconditionally
08 disconnect after announcement none
09 route-to   number 2048    with cov n if unconditionally
10 route-to   number 2049    with cov n if unconditionally
11 stop
  
```

display holiday 1

#### HOLIDAY TABLE

Number: 1				Name: Holiday				Description
START				END				
Month	Day	Hour	Min	Month	Day	Hour	Min	
12	31	00	00	01	01	00	00	new year
12	25	00	00	12	25	00	00	labor
07	04	00	00	07	04	00	00	

Refer to the exhibit.

Given the information in the exhibit, what happens to a call if someone calls this vector on Tuesday January 1 at 10:00?

- A. The call will be routed to 2048.
- B. The call will queue to skill 1.



- C. The call will be disconnected.
- D. The call will be routed to 2049.

Correct Answer: B

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