



7392X^{Q&As}

Avaya Aura Call Center Elite Implementation Exam

Pass Avaya 7392X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/7392x.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





QUESTION 1

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

QUESTION 2

In an Expert Agent Selection (EAS) Call Center, the customer wants queued calls to be answered by the agent that has been available the longest. Skill level is not to be taken into account when routing the queued calls to an agent.

To meet this requirement, to which type of call distribution method should the hunt group be configured?

- A. Expert Agent Distribution-Most Idle Agent (EAD-MIA)
- B. Uniform Call Distribution Most Idle Agent (UCD-MIA)
- C. Direct Department Calling (DDC)
- D. Dynamic Agent Selection (DAS)

Correct Answer: B

QUESTION 3



```
VECTOR DIRECTORY NUMBER
Extension: 7201
Name*: ABC Rentals
Destination: Vector Number 1998
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? y
COR: 1
TN*: 1
Measured: internal
Acceptable Service Level (sec): 20
Service Objective (sec): 20
VDN of Origin Annc. Extension*:
1st Skill* : 10

CALL VECTOR

Number: 1998 Name: ABC Rental

01 wait-time 0 secs hearing music
02 goto step 8 if ani in table1 (a match is found here)
03 queue-to skill 1st pri 1
04 announcement 8613
05 wait-time 90 secs hearing music
06 goto step 4 if unconditionally
07 stop
08 route-to number 7202 with cov n if conditionally
09

Interflow VDN/Vector:

VECTOR DIRECTORY NUMBER
Extension: 7202
Name*: High Rollers
Destination: Vector Number 1997
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? n
COR: 1
TN*: 1
Measured: none
Service Objective (sec): 20
VDN of Origin Annc. Extension*:
1st Skill*: 1

change vector 1997 Page 1 of

CALL VECTOR

Number: 1997 Name: High Rollers
01 wait-time 0 secs hearing music
02 queue-to skill 1st pri h
03 announcement 8613
04 wait-time 30 secs hearing music
05 goto step 3 if unconditionally
```



Refer to the exhibit.

A call center administrator has devised a way to provide special treatment for high profile customers, by filtering these agent's Automatic Number Identification (ANI) using a vector routing table, and interflowing these calls to be queued at a higher priority. Unfortunately, after the new VDN/vector steps were implemented, those customers are queuing to the incorrect group of agents.

What would be the reason for this?

- A. VDN Override on VDN 7202 is set to no.
- B. VDN Override on VDN 7201 is set to yes.
- C. No agents are staffed in skill 1.
- D. The caller has blocked his calling party number, a match cannot be found, and call processing for this call will cease.

Correct Answer: A

QUESTION 4

Which option describes a feature access code?

- A. any group of 1 to 4 digits which can include asterisk (*) and pound (#) signs at the beginning
- B. any group of 1 to 6 digits
- C. any group of 1 to 4 digits where an *(asterisk) can appear anywhere
- D. any group of digits and asterisks (*) or pound signs (#)

Correct Answer: A

QUESTION 5

Which two statements about Automatic Call Distribution (ACD) with Expert Agent Selection (EAS) disabled are true? (Choose two.)

- A. After an ACD-call, an agent will automatically change its state to AUX.
- B. Splits can be measured by Basic Call Management System (BCMS).
- C. Agents can be logged in to 20 splits maximum.
- D. Agents should log in manually to each split.

Correct Answer: BD