7392XQ&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

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

QUESTION 2

A customer wants the ability to track the call types for Automatic Call Distribution (ACD) calls answered by agents. These call types will be defined by the customer.

Which call center feature can the customer use to track their defined call types?

A. Multiple Call Handling (MCH)

B. Redirection on No Answer (RONA)

C. Feature Access Codes (FAC)

D. Call Work Codes (CWC)

E. Least Occupied Agent (LOA)

Correct Answer: D

QUESTION 3

Customers need to use the extension 5004 for announcements in a vector but the vector will not save. To ensure that the resources are configured, what should be done first?

A. Configure an announcement using the extension 5003.

B. Configure a dial plan with a 4-digit extension that begins with 5.

C. Configure a dial plan with a 4-digit feature access code.

D. Record an announcement.

Correct Answer: B

QUESTION 4

Which component handles the features of Avaya Aura?Call Center Elite?

A. Presence Services

B. Media Server

C. Session Manager

D. Communication Manager

Correct Answer: D

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
      START                   END
Month Day Hour Min       Month Day Hour Min    Description
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

7392X PDF Dumps   7392X VCE Dumps   7392X Study Guide