



7392X^{Q&As}

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QUESTION 1

What is the recommended audio format to be played by the Avaya Aura?Media Server?

- A. 16bit, 8kHz, Single channel, PCM files
- B. 64bit, 8kHz, Multiple channel, PCM files
- C. 16bit, 8kHz, Multiple channel, PCM files
- D. 64bit, 8kHz, Single channel, PCM files

Correct Answer: A

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

Which Expert Agent Selection (EAS), when is an agent-loginID associated with a specific extension?

- A. When the station has Auto Answer enabled
- B. When the telephone extension is configured on the station form
- C. When the agent's login ID is administered in the switch
- D. When the agent logs in at that extension

Correct Answer: D

QUESTION 4

Which three items are needed to configure a hunt group in an Expert Agent Selection (EAS) enabled call center? (Choose three.)



- A. The group extension
- B. The call distribution method
- C. The Vector Directory Number (VDN)
- D. The trunk group number
- E. The Class of Restriction (COR)

Correct Answer: ABE

QUESTION 5

A call center operations manager wants agents to manually enter a code to identify the reason for being in auxiliary (AUX) work status.

Which feature must be activated on the system-parameters customer-options to allow this?

- A. AUX State Codes
- B. Authorization Codes
- C. Call Work Codes
- D. Reason Codes

Correct Answer: D

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