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QUESTION 1

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 2

You need to troubleshoot Best Service Routing (BSR) vectors for multi-site routing to verify that they are operating as intended.

Which command would you use to do this?

- A. list trace stations
- B. list trace vector
- C. list trace trunk
- D. list trace trac

Correct Answer: B

QUESTION 3

Which scope is defined by the time-of-day (TOD) variable?

- A. Collect Scope Variable
- B. Global Scope Variable
- C. Local Scope Variable
- D. Persistent Scope Variable

Correct Answer: A

QUESTION 4



Which vector object can replace the Time of Day (TOD) global Vector Variable?

- A. Vector Routing Table
- B. Business Schedule Table
- C. Service Hours Table
- D. Policy Routing Table

Correct Answer: C

QUESTION 5

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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