



7392X^{Q&As}

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QUESTION 1

Which statement about concurrent agent user licenses is true?

- A. Number of agents that can be registered in more than one Communication Manager simultaneously.
- B. Number of agents that can be added to the system.
- C. Only the specified number of licensed units can gain access to more than one skill at a time.
- D. Only the specified number of licensed units can gain access to and register the agent with Communication Manager at any given time.

Correct Answer: D

QUESTION 2

A customer has the Elite Call Center package and wants Basic Call Management System (BCMS) for reports.

Which statement is true about this scenario?

- A. BCMS has all the functions Call Management System (CMS) supports but with less capacity.
- B. BCMS generates Split Reports and not Skills Reports.
- C. BCMS does not support all Call Center Elite features.
- D. BCMS is only offered for customers with a Basic Call Center package.

Correct Answer: C

QUESTION 3

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 4

To ensure that announcements always start at the beginning when played as part of a vector, which action must be taken?



- A. Create forced announcements.
- B. Set the queue field to Yes.
- C. Use Analog announcements only.
- D. Use external announcements.

Correct Answer: B

QUESTION 5



```

VECTOR DIRECTORY NUMBER
  Extension: 7201
    Name*: ABC Rentals
      Destination: Vector Number      1998
Attendant Vecotriring? 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 steo      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

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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

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