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QUESTION 1

While configuring a vector using the Best Services Routing (BSR) feature, the Installer was not able to use

the consider location command.

What is causing this problem?

A. Expert Agent Selection (EAS) was not enabled on the Feature Related System Parameters form.

B. The location number is not defined In the BSR application form.

C. The ASAI routing is not enabled-

D. Preference Handling Distribution (FAS-PHD) was not enabled on the System-Parameters Customer-Options form.

Correct Answer: A

QUESTION 2

Which three statements about LAI requirements are true? (Choose three.)

A. Intelligently route calls among the call centers to achieve a better ACD load balance.

B. The receiving switch is able to accept or deny interflowed calls sent by the sending switch.

C. The routing of an incoming call to an external switch must be answered at the originating switch.

D. Look-Ahead Interflow (LAI) improves call-handling capability and agent productivity for call centers with multiple locations.

E. It Is able to use the adjust-by vector command to better manage EWT.

Correct Answer: ABD

References: https://downloads.avaya.com/css/P8/documents/100082003 https://downloads.avaya.com/css/P8/documents/101038024

QUESTION 3

A call enters the system on VDN 3005. The Allow VLAN Override Is set to no on VDN 3005. The culler chooses the option for Spanish which routes the call to VDN 3010, which has Allow VDN Override set to yes. There are no Spanish agents available, so the call is routed VON 3030. When the caller reaches VDN 3030, what is the active VDN?

A. 3005

B. 3030

C. 3010

D. 3020

Correct Answer: A

Reference: https://www.tek-tips.com/viewthread.cfm?qid=1585546

QUESTION 4

A customer has calls coming Into their contact center constantly. They do not want their customers to be waiting long before their call is answered, even if It is answered at a different site. Which two features should be used in the vectors to ensure that all calls are answered tn a timely fashion? (Choose two.)

A. Network Call Redirection

B. Look-ahead Interflow

C. Virtual Outflow

D. Enhanced Look-ahead Interflow

Correct Answer: BD

Reference: https://downloads.avaya.com/css/P8/documents/100081982 (9, 10)

QUESTION 5

A call center supervisor is trying to initiate an emergency condition by using FAC. After required FAC, a

busy signal is returned.

Which three reasons are causing this problem? (Choose three.)

A. The variable associated with emergency is not defined.

B. The COS-group of the telephone set Console Permission disabled.

C. The COS group of the telephone set has Priority Calling disabled.

D. The FAC Vector Variable (VVI-9) Is not defined.

E. The VDN variable VI-9 Is not set.

Correct Answer: ACE

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