



# 7492X<sup>Q&As</sup>

Avaya Aura® Call Center Elite Support Exam

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### QUESTION 1

You are having problems with Avaya Aura Call Center Elite Multichannel and you are considering a work around.

In which phase of the 8 disciplines of troubleshooting do you try to see if you can work around the problem until a more permanent solution is found?

- A. D4 - define escape points
- B. D2 - describe the problem
- C. D1 - establish a team
- D. D3 - develop interim containment actions
- E. D5 - choose corrective actions

Correct Answer: D

Reference: <https://quality-one.com/8d/>

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### QUESTION 2

The call center has recently converted from 4 to 5 digit extensions. Since the conversion, callers to the Spanish Customer Service skill report that they can no longer reach a specific agent in the call center, even if they know the extension number.

Which two commands would provide information to isolate the problem? (Choose two.)

- A. Display events extension
- B. Display events vector
- C. List trace vector
- D. List trace extension

Correct Answer: BD

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### QUESTION 3

Which operator of the SET command allows you to check number validation in dialed strings using Luhn's algorithm?

- A. MOD10
- B. ADD



C. CATR

D. SEL

Correct Answer: A

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#### QUESTION 4

When deploying virtual environments, what factors should you consider for your virtual server?

A. Configure resources where the virtual appliances are on the same host if possible

B. Configure resources on as many separate partitions as possible

C. Configure resources for traffic or performance for an average day

D. Configure resources in a way that you can monitor their performance regularly

Correct Answer: C

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#### QUESTION 5

A call center has four agents:

Agent 1 has experience with Sales and French.

Agent 2 has experience with Sales and English.

Agent 3 has experience with Support and English.

Agent 4 has experience with Sales and is bilingual in English and French. The first call comes in requiring sales assistance in English and a second call comes looking for Sales in French.

Which agent is still available for calls when the call center is using Best Service Routing and the next call requires French?

A. Agent 1

B. Agent 2

C. Agent 3

D. Agent 4

Correct Answer: D

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