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

Avaya Aura® Call Center Elite Support Exam

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QUESTION 1

A customer uses the quick installer to install the core applications for their Call Center Elite Multichannel

system.

Which three core server applications require manual configuration during the installation process? (Choose

three.)

A. Media Director

B. Call Routing Server

C. Interaction Data Server

D. Web Chat for IIS

E. Email Media Store

Correct Answer: ABC

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

QUESTION 3

You have been asked to remove an existing hunt group 10 in the Call Center Elite system. The hunt group is associated with Group type of EAD-MIA, and multiple vectors are referencing this hunt group. Which command would be the start point?

A. list usage hunt-group 10

B. list hunt group 10

C. list usage extension xxxx(Where xxxx is the extension number)

D. remove hunt-group 10

Correct Answer: B

## QUESTION 4

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

## QUESTION 5

You are asked to resolve an Issue with little information except that there are reports of calls being disconnected and calls in queue not receiving announcements. When you check the display events In the Communication Manager (CM) there are several events that need to be researched. Using the information in the Events Report, how do you determine which vector(s) to begin troubleshooting?

A. Use the Event Type column.

B. Use the Event Data 1.

C. Use the Event Data 2

D. Use the Event Description.

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/101050308

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