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QUESTION 1

Which two components installed on the same PC does the TTrace tool require? (Choose two.)

- A. TTrace Server
- B. TTrace Console
- C. TTrace Config
- D. TTrace Log2Zip

Correct Answer: AC

QUESTION 2

What are three advantages of the Avaya Customer Experience Virtualized environment? (Choose three.)

- A. Enables capital equipment expenditures
- B. Divides up resources among different locations
- C. Enables businesses to scale rapidly
- D. Lowers operational expenses
- E. Requires fewer servers

Correct Answer: ADE

QUESTION 3

Which two statements describe the benefits of the Business Advocate (BA) feature? (Choose two.)

- A. It enables routing of calls to the agent that is most idle.
- B. It dynamically matches a customer to an optimal agent.
- C. It provides conditional routing of calls to agent queues.
- D. It allows for dynamic reporting of call center activities in custom methods.
- E. It uses advanced algorithms to efficiently route calls to agents.

Correct Answer: BE

Reference Avaya Aura™ Call Center Feature Reference 6.0 page 78

QUESTION 4



A customer has provided one specific customer toll free number. The customer should have some (but not total) advantage over the typical call to the same skill as other callers.

Which Business Advocate (BA) feature is used to adjust the service level for the customer to this particular skill?

- A. Reserve Agents
- B. Weighted Advance Time
- C. Dynamic Queue Position
- D. Greatest Need

Correct Answer: A

QUESTION 5

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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