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QUESTION 1

What would trigger a vector event error?

A. When vector processing reaches the maximum 1000 steps allowed

B. When vector processing reaches the- maximum 100 steps allowed

C. Misdirected calls

D. Call Denial

Correct Answer: C

QUESTION 2

A Call Center Elite installation handles approximately 50 calls per hour using 30 agents. You want to expand the Elite installation to double the capacity of calls with 20 agents in another city. Which type of installation should you use when installing a remote Call Center Elite instance?

A. Use quick installation of all components

B. Use manual installation of all components

C. Use manual installation of a few components

D. It does not matter which installation method you choose

Correct Answer: C

QUESTION 3

Which two vector variable types are strictly global in scope? (Choose two.)

A. stepcnt

B. dow

C. value

D. ani

E. collect

Correct Answer: CE

QUESTION 4

A call enters the system on Primary VDN 6023 that triggers vector 101, and Allow VDN Override Is set to yes on VDN

6023. After receiving the reply-best results from Status Poll vector on VDN 6024, the call Interflow to Interflow VDN 0O2T> with vector 102, and Allow VDN Override Is set to no. Which VDN would be used for BSR Available Agent Strategy?

A. VDN 6026

B. VDN 6025

C. VDN 6024

D. VDN 6023

Correct Answer: D

QUESTION 5

A customer using the TTrace tool wants the TTrace system to send an email when the system logs a

particular type of alarm on the TTRace server.

Which TTrace tool will accomplish this?

A. TTrace Config

B. TTrace Server

C. TTrace Console

D. TTrace Log2Zip

Correct Answer: A