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QUESTION 1

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 in 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 2

Which three commands can be used with Network Call Deflection? (Choose three.)

- A. Collect digits
- B. Route-to number
- C. Announcement
- D. Queue to best:
- E. Wait hearing ringback

Correct Answer: ACE

Reference: https://downloads.avaya.com/elmodocs2/callctr/Vector_EASR.13.pdf (302)

QUESTION 3

A customer reports that they received the message `Tserver Link Up`. What should you advise them to do?

- A. Connect the Tserver to establish the link between the Tserver and the Communication Manager
- B. Check that the Tserver details are correct and AES Server is running
- C. Check the License Director configuration and ensure that the service is running
- D. Nothing. This is just a message indicating the specified link is established

Correct Answer: B



QUESTION 4

Which vector object can replace the Time of day (TOD) global Vector Variable?

- A. Vector Routing Table
- B. Business Schedule Table
- C. Service Hours Table
- D. Policy Routing Table

Correct Answer: C

QUESTION 5

A customer wants to archive their log files using the Ttrace Log2Zip application Which setting can they choose to archive their files?

- A. The type of log file and the name
- B. The period of time, the name, and the files to be archived
- C. The size of the log file and which files to archive
- D. The number of lines in the log and the commands

Correct Answer: B

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