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QUESTION 1

A customer wants to routinely monitor their vectors for unexpected results. How should they monitor their results?

- A. Use the System Maintenance > Reports > Error Log report in the Call Management System
- B. Use the list history command in the Communication Manager
- C. Use the display events command in the Communication Manager
- D. Use the Exceptions > Reports > Vector Exceptions in the Call Management System

Correct Answer: C

QUESTION 2

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

QUESTION 3

A customer has installed SQL to build the databases. The customer believes that they have installed and configured the SQL and databases correctly, but cannot see the databases in the Elite Multichannel Control Panel.

Which three actions should you advise them to take? (Choose three.)



- A. Check the port numbers
- B. Check that SQL is installed on a separate machine
- C. Check the IP address of the SQL server
- D. Check the installation directory for SQL
- E. Check that TTrace logging is recording errors properly

Correct Answer: CDE

QUESTION 4

When deploying a virtual environment, you should configure the applications in a specific order. Which option provides the best order to verify the virtual environment?

- A. Application Enablement Services, Call Center Elite Multichannel, SQL database
- B. Avaya WebLM, Communication Manager, SQL database
- C. Call Center Elite Multichannel, Avaya WebLM, SQL database
- D. SQL database, Communication Manager, Avaya WebLM

Correct Answer: C

QUESTION 5

What are two call vectoring command failures for "adjunct routing"? (Choose two.)

- A. The VDN's COR does not permit routing to the adjuncts applied destination.
- B. The specified agent is not logged into the specified split for a direct agent call.
- C. The VDN's COS-group does not have Console Permission set to y.
- D. The CTI link can be any Identifier.

Correct Answer: AB

Reference: [https://downloads.avaya.com/css/P8/documents/101050308\(18\)](https://downloads.avaya.com/css/P8/documents/101050308(18))

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