



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

Avaya Aura® Call Center Elite Support Exam

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## QUESTION 1

Refer to the exhibit.

### SENDING SWITCH:

```
VDN (extension=1080 name="New York Office" vector=80)
```

#### Vector 80:

1. wait-time 0 secs hearing ringback
2. goto step 12 if calls-queued in split 1 pri m > 5
3. queue-to split 1 pri m
4. announcement 3580
5. wait-time 6 seconds hearing music
6. route-to number 913035661081 with cov n if unconditionally
7. check split 2 pri m if calls-queued < 5
8. wait-time 6 seconds hearing music
9. announcement 3581
10. wait-time 60 seconds hearing music
11. goto step 6 if unconditionally
12. busy

### RECEIVING SWITCH:

```
VDN (extension=1081 Name="Denver Inflow" Vector=81)
```

#### Vector 81:

1. wait-time 0 secs hearing ringback
2. goto step 8 if calls-queued in split 3 pri |>10
3. wait-time 0 seconds hearing music
4. queue-to split 3 pri h
5. announcement 3582
6. wait-time 60 seconds hearing music
7. goto step 6 if unconditionally
8. disconnect after announcement none

You configured vectors in your New York and Denver locations to use Look Ahead Interflow. You want your New York



location to interflow to your Denver location if the Denver split has less than 10 calls in queue. After setting vectors in the exhibit you find that calls are interflowing to Denver.

What would cause calls to interflow to Denver?

- A. The wait-time command in step 3 in Denver is considered a call acceptance command and allowing calls to interflow
- B. The wait-time command in step 1 in Denver is considered a call acceptance command and calls to interflow
- C. The route-to number command in step 6 in New York is allowing calls to interflow to Denver
- D. Step 8 in Denver should be a busy command

Correct Answer: C

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## QUESTION 2

You need to troubleshoot your Best Service Routing (BSR) polling vectors to verify that they are operating as intended.

Which command do you use to do this?

- A. monitor bcms hunt group
- B. list trace trunk
- C. monitor bcms trunk
- D. list trace vdn

Correct Answer: D

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## QUESTION 3

A company using Avaya Aura Call Center Elite is experiencing problems configuring vectors. The vector is not routing calls to a particular queue. Vectors are routing calls to other configuration queues correctly. As a part of a good Global Support Services (CSS) methodology, what should the company do next?

- A. Reduce or eliminate the business Impact of the vector by testing the vectors.
- B. Identify components where the queue is configured. Including the switch, the communication manager, and the programming of the vector, and formulate a hypothesis for testing.
- C. Take corrective action for the vector configuration, by reviewing the current situation and modifying It until the vector queues calls properly.
- D. Determine the frequency and severity of the Issue where the vector does not route calls properly

Correct Answer: B

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D. Queue to best:

E. Wait hearing ringback

Correct Answer: ACE

Reference: [https://downloads.avaya.com/elmodocs2/callctr/Vector\\_EASR.13.pdf](https://downloads.avaya.com/elmodocs2/callctr/Vector_EASR.13.pdf) (302)

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