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Avaya Aura Call Center Elite Implementation Exam

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QUESTION 1

Which two statements describe the benefits of using Expert Agent Selection (EAS)? (Choose two.)

- A. It enables recorded announcements to be played to incoming calls.
- B. It provides options for selecting among available agents with the same skill.
- C. It facilitates routing of incoming calls to a Voice Response Unit to facilitate self-service.
- D. It provides basic reporting on Vectors, Agents, and Trunk Groups.
- E. It improves agent performance because supervisors can have agents handle calls based on either skill-level or greatest need.

Correct Answer: BE

QUESTION 2

What is the recommended audio format to be played by the Avaya Aura?Media Server?

- A. 16bit, 8kHz, Single channel, PCM files
- B. 64bit, 8kHz, Multiple channel, PCM files
- C. 16bit, 8kHz, Multiple channel, PCM files
- D. 64bit, 8kHz, Single channel, PCM files

Correct Answer: A

QUESTION 3

In the call center, to prevent an agent from dialing "off-net" to particular numbers, which action should you take?

- A. Create a class of service (COS) for the dialing features.
- B. Create a class of restriction (COR) for calling privileges.
- C. Create a class of restriction (COR) for the feature access code.
- D. Create a class of service (COS) for a collection of feature access codes.

Correct Answer: B

QUESTION 4

When a customer upgrades from Basic Avaya Call Center to Avaya Aura?Call Center Elite, which three features are added? (Choose three.)



- A. Service Level Maximizer
- B. Business Advocate
- C. Hunt Group
- D. Call Management System (CMS)
- E. Expert Agent Selection (EAS)

Correct Answer: ABE

QUESTION 5

Which option describes a feature access code?

- A. any group of 1 to 4 digits which can include asterisk (*) and pound (#) signs at the beginning
- B. any group of 1 to 6 digits
- C. any group of 1 to 4 digits where an *(asterisk) can appear anywhere
- D. any group of digits and asterisks (*) or pound signs (#)

Correct Answer: A

QUESTION 6

A customer wants to configure their call center for emergencies.

Which action would you advise the call center supervisor to use to configure an alternate call path in case of a disaster?

- A. Set of a feature access code that detects a power outage and reroutes calls automatically
- B. Set a vector directory number with a collect-type variable.
- C. Set a value variable and change the value assigned using a feature access code.
- D. Set a trunk group and change the trunk number using a variable.

Correct Answer: A

QUESTION 7

Which type of virtual routing allows calls among call centers to achieve improved Automatic Call Distribution (ACD) load-balance by comparing sites?

- A. Adjunct Routing
- B. Network Call Redirection



C. Network Call Transfer

D. Look-Ahead Interflow

Correct Answer: D

QUESTION 8

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

Which command do you use to do this?

A. list trace vdn

B. list trace trunk

C. monitor bcms hunt group

D. monitor bcms trunk

Correct Answer: A

QUESTION 9

Agents/supervisors want to have the ability to login/logout of splits/skills, change their work mode, and perform service observing.

What is used to facilitate this ability?

A. Dial Access Plans

B. Feature Access Codes (FACs)

C. Skill Assignment

D. Business Advocate (BA)

Correct Answer: B

QUESTION 10

What are three capabilities of Avaya Aura?Media Server? (Choose three.)

A. High Availability

B. TDM interfaces for digital and analog stations and trunks

C. Virtualization

D. Can be shared with multiple CM's



E. Has the capacity of up to 1000 AAMS

Correct Answer: ACD

QUESTION 11

Which three features on the Vector Directory Number (VDN) form are only Call Center Elite feature related? (Choose three.)

- A. Best Service Routing (BSR) Application
- B. VDN Variables
- C. Meet-me Conferencing
- D. Attendant Vectoring
- E. Skill Preferences (1st, 2nd, 3rd Skills)

Correct Answer: ABD

QUESTION 12

An Elite Call Center agent is assigned the following Skills:

Skill Hunt Group 1 with Skill Level 5 Skill Hunt Group 2 with Skill Level 10 Skill Hunt Group 3 with Skill Level 15 Skill Hunt Group 4 with Skill Level 15

And the Call Handling Preference is configured as Greatest Need.

Skill 1 Call with priority h that has queued for 10 minutes Skill 2 Call with priority h that has queued for 15 minutes Skill 3 Call with priority m that has queued for 15 minutes Skill 4 Call with priority t that has queued for 15 minutes

Which of the calls will the agent handle first under the greatest need handling preference?

- A. Skill 4 Call
- B. Skill 2 Call
- C. Skill 1 Call
- D. Skill 3 Call

Correct Answer: A

QUESTION 13

What provides built-in real-time and historical reporting capabilities for the call center, including reports for Splits/Skills, Agents, Vector Directory Numbers (VDNs) and Trunk Groups?

- A. Automatic Number Identification (ANI)



B. Basic Call Management System (BCMS)

C. VuStats

D. Service Level Maximizer (SLM)

Correct Answer: B

QUESTION 14

A customer wants to avoid an abandoned call if an agent leaves their position, and an incoming Automatic Call Distribution (ACD) call rings at the agent's telephone.

Which call center feature provides this capability?

A. Redirection on No Answer (RONA)

B. Forced Agent Logout from the After Call Work (ACW) mode

C. Adjunct Routing

D. Variable in Vectors

Correct Answer: A

QUESTION 15

A customer has the Elite Call Center package and wants Basic Call Management System (BCMS) for reports.

Which statement is true about this scenario?

A. BCMS has all the functions Call Management System (CMS) supports but with less capacity.

B. BCMS generates Split Reports and not Skills Reports.

C. BCMS does not support all Call Center Elite features.

D. BCMS is only offered for customers with a Basic Call Center package.

Correct Answer: C

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