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## Avaya Aura® Call Center Elite Support Exam

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**QUESTION 1**

What ate three major benefits of SLM with EAS? (Choose three.)

A. Can incorporate Business Advocate as an additional feature

B. Less average delay to answer

C. Greater control over providing differentiated service

D. Redundant network coverage

E. Autopilot capability

Correct Answer: BCD

**QUESTION 2**

Best Services Routing (BSR) determines the best resource to service a call by examining which three variables? (Choose three.)

A. Agent Average Speed of Answer

B. Selection strategy for the active VDN

C. Oldest call waiting

D. Availability of the agents

E. Estimated Wait Time (EWT)

Correct Answer: ABD

Reference: https://downloads.avaya.com/css/P8/documents/101038024 (58)

**QUESTION 3**

A customer using the TTrace tool wants to see a list of services that have been configured, and also select

their respective logging levels.

Which TTrace tool will accomplish this?

A. TTrace Log2Zip

B. TTrace Configuration

C. TTrace Server

D. TTrace Console

Correct Answer: C

QUESTION 4

What are the three consideration requirements for the deployment of Network Call Deflection? (Choose

A. The second leg of the call is set up by the redirecting Communication Manager.

B. Network Call Deflection is only available In Europe and must be compliant with ETSI Supplementary Service Network Call Deflection.

C. Announcement, collect digits, converse-on, wait for hearing music, wait for the hearing announcement, ringback, or silence cannot be used for NCD.

D. NCD by the PSTN can occur only if the incoming call to the Avaya Aura Communication Manager is not answered.

E. A route-to number r 13035485103 must be used in vector step processing and Net Redir=y in the BSR Application plan.

Correct Answer: ACE

QUESTION 5

In administering multi-site Best Services Routing (BSR), what are the two configuration that are associated VDN configuration (Choose two.)

A. UUI Treatment

B. Supplementary Service Protocol

C. BSR Available Agent strategy

D. BSR Application

Correct Answer: AC

QUESTION 6

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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QUESTION 7

Which three statements are true about virtual routing? (Choose three.)

A. CTI is a required component for multi-site configuration

B. Virtual routing allows the call centers to be transparent, and act as a virtual call center that is transparent to the user

C. Virtual routing involves only contacts that are non-voice related such as email and chat

D. Virtual routing can be implemented in single-site or multi-site configuration

E. Virtual routing determines where to route the call according to the criteria: Look-ahead interflow or Advanced look-ahead interflow

Correct Answer: BCE

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QUESTION 8

A customer has Avaya Communications systems located in Detroit, Chicago and Denver. All three systems are connected via ISDN Tie dunks. The customer is implementing multi site Best Services Routing (BSR) to intelligently compare resources and find the best call center to service their calls. Status polls from the Denver location to Detroit consistently fail. What are two reasons that could be the root cause for this failure? (Choose two.)

A. The trunks that tie Denver to Detroit are not Distributed Communication Systems (DCS+) or QSIG.

B. The agents in Detroit are all in auxiliary work mode.

C. There is no Best Service Routing application for the active Vector Directory Number (VDN).

D. The Expected Wait Time for the skill in Detroit is being suppressed.

Correct Answer: AB

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QUESTION 9

A customer uses the quick installer to install the core applications for their Call Center Elite Multichannel

system.

Which three core server applications require manual configuration during the installation process? (Choose

three.)

A. Media Director

B. Call Routing Server

C. Interaction Data Server

D. Web Chat for IIS

E. Email Media Store

Correct Answer: ABC

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QUESTION 10

With consideration to the Avaya Global Support Services troubleshooting methodology, which step is most important when developing a hypothesis for troubleshooting software?

A. Implementing corrective actions

B. Choosing corrective actions

C. Recognizing the problem

D. Determining the triggers

Correct Answer: C

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QUESTION 11

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

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QUESTION 12

A customer has provided one specific customer toll free number. The customer should have some (but not total) advantage over the typical call to the same skill as other callers.

Which Business Advocate (BA) feature is used to adjust the service level for the customer to this particular skill?

A. Reserve Agents

B. Weighted Advance Time

C. Dynamic Queue Position

D. Greatest Need

Correct Answer: A

QUESTION 13

Refer to the exhibit.

```
change best-service-routing 1                              Page 1 of 15
                        BEST SERVICE ROUTING APLICATION

   Number: 1    Name: BSR Application   Maximum Suppression Time: 30   Lock? n

 Num   Location Name     Switch Node   Status Poll VDN    Interflow VDN   Net Redir?

  2    Denver                           6090               6091               y
                                                                              n
                                                                              n
                                                                              n
                                                                              n
                                                                              n
                                                                              n
                                                                              n
                                                                              n
                                                                              n
                                                                              n
                                                                              n
                                                                              n
                                                                              n
                                                                              n
```

What are three reasons for turning on "Net Redir" = y? (Choose three.)

A. Network Call Deflection does not use ISDN messaging.

B. It supports route-to number ~rl23658888.

C. It increases trunk usage and costs.

D. It supports Network Call Transfer.

E. It decreases trunk usage and costs.

Correct Answer: ADE

QUESTION 14

A customer uses multi site Best Service Routing (BSR) and IP trunks to handle callers in the most efficient

manner. To conserve bandwidth they would like announcements to be sourced at the local, regardless of

which site is deemed "best".

Which licensed feature must be activated to accomplish this?

A. BSR Usage Allocation Enhancements

B. ISDN/SIP Network Call Redirection

C. VDN Return Destination

D. BSR Local Treatment for IP and ISDN

Correct Answer: D

Reference Avaya AuraTM Communication Manager Screen Reference page 1065

QUESTION 15

Installing WebLM requires that steps should be performed in a particular order. Which order should you use to install and configure WebLM on your Call Center Elite Multichannel Server?

A. It does not matter what order you install the applications in, as long as WebLM is at the end

B. Install Java, set JAVA_HOME environment variable, install Tomcat, and set the PATH environment variable

C. Install WebLM, install Tomcat, set JAVA_HOME and PATH environment variables

D. Install Tomcat, install Java, install WebLM, and then configure the PATH, JAVA_HOME environment variables

Correct Answer: C

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