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Avaya Aura® Call Center Elite and Call Center Elite Multichannel Implementation Exam

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Version product

Question: 1

Which three items are needed to properly configure a hunt group in an Expert Agent Selection (EAS) enabled call center? (Choose three.)

- A. the Class of Restriction (COR)
- B. the group extension
- C. the trunk group number
- D. the call distribution method
- E. the Vector Directory Number (VDN)

Answer: A,B,D

Question: 2

When creating a vector directory number, or VDN, which four options must be configured to ensure that the call center works correctly? (Choose four.)

- A. Hunt Group
- B. Vector
- C. Extension
- D. Skill Level
- E. Agent Login
- F. Measured Format

Answer: A,B,D,E

Question: 3

To ensure that announcements always start at the beginning when played as part of a vector, which action must be taken?

- A. Use Analog announcements only
- B. Set the queue field to Yes
- C. Use external announcements
- D. Create forced announcements

Answer: B

Question: 4

A customer wants the ability to track the call types for Automatic Call Distribution (ACD) calls answered by agents. These call types will be defined by the customer.

Which call center feature can the customer use to track their defined call types?

- A. Redirection on No Answer (RONA)
- B. Call Work Codes (CWC)
- C. Least Occupied Agent (LOA)
- D. Feature Access Codes (FAC)
- E. Multiple Call Handling (MCH)

Answer: B

Question: 5

A supervisor with console permission can enter an agent's login ID, and add or remove an agent's skill via Feature Access Code (FAC). Agents can also dial FAC to add or remove a skill.

Which statement is true about the configuration of this feature?

- A. The supervisors class of services (COS) must have the field "Add/Remove Agent Skills" set to y.
- B. The agent's COS must have the field "Add/Remove Agent Skills" set to y.
- C. The supervisor's class of restriction (COR) must have the field "Can Force a Work State Change" set to y.
- D. The supervisors COS must have the field "Can Force a Work State Change" set to y.
- E. The supervisors COR must have the field "Add/Remove Agent Skills" set to y.

Answer: E

Question: 6

With Expert Agent Selection (EAS), when is an agent's internal login ID associated with a specific telephone?

- A. when the station has Auto Answer enabled
- B. when the agent logs in at that telephone
- C. when the agent's login ID is administered in the switch
- D. when the telephone extension is configured on the station form

Answer: B

Question: 7

Which properties of the call center must be configured so that hunt groups are treated as skills for the Automatic Call Distribution (ACD)?

- A. The skills only appear as hunt groups if the ACD is set to no, and if Expert Agent Selection is set to no
- B. The skills only appear as hunt groups if the ACD is set to yes, and if Expert Agent Selection is set to no
- C. The skills only appear as hunt groups if the ACD is set to yes, and if Expert Agent Selection is set to yes
- D. The skills only appear as hunt groups if the ACD is set to no, and if Expert Agent Selection is set to yes

Answer: B

Question: 8

Direct Agent calls are not getting counted correctly in Call Management System (CMS).
What must be administered so that Direct Agent calls are measured properly?

- A. ead-mia
- B. skill-level
- C. Class of Service (COS)
- D. Class of Restriction (COR)

Answer: D

Question: 9

Which three Vector Directory Number (VDN) parameters are associated with the active VDN? (Choose two.)

- A. Class of Restriction (COR)
- B. Tenant Number (TN)
- C. Class of Services (COS)
- D. Measured
- E. VDN Skill

Answer: B,E

Question: 10

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

- A. Best Service Routing (BSR) Application
- B. Skill Preferences (1st, 2nd, 3rd Skills)

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- C. VDN Variables
 - D. Attendant Vectoring
 - E. Meet-me Conferencing

Answer: A,C,D

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