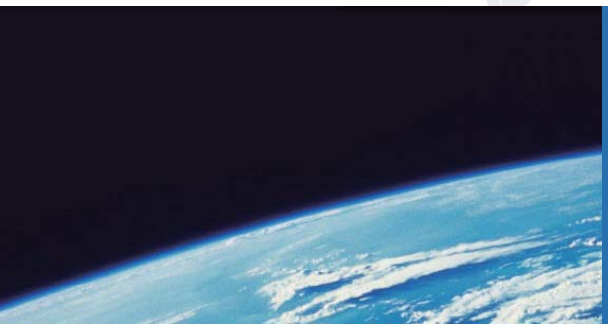
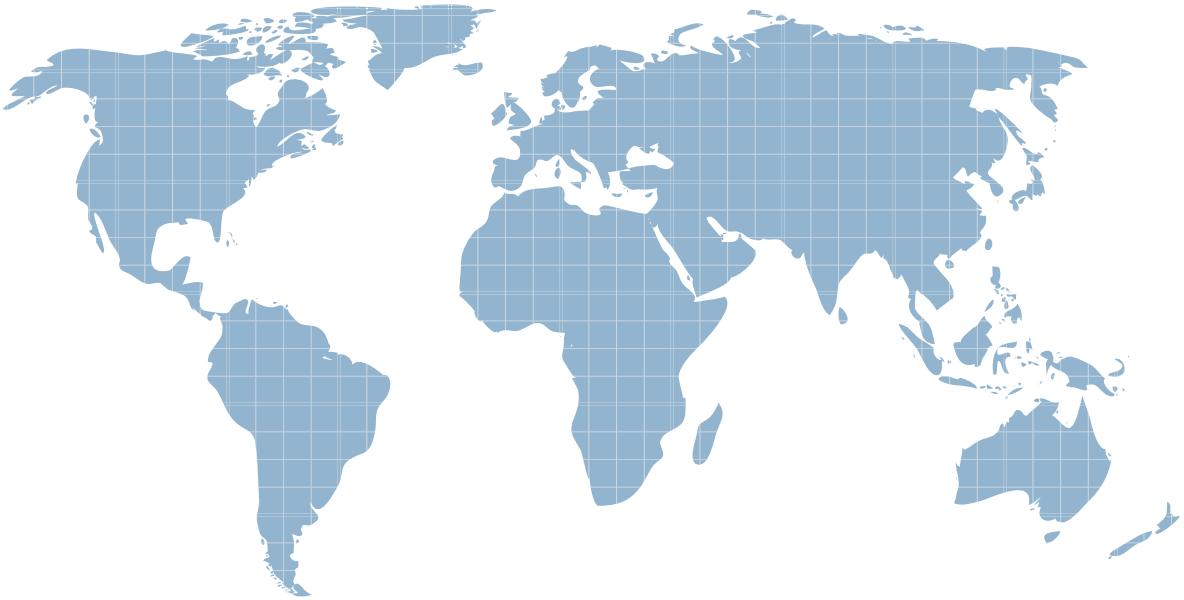


ITTEST

QUESTION & ANSWER

Guías de estudio precisos, Alta tasa de paso!



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Exam : **7391X**

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

Version : DEMO

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

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

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

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

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