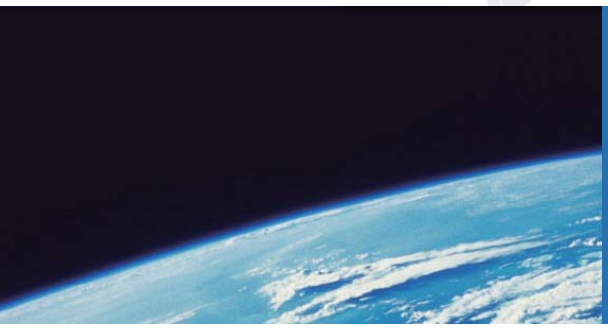

ITTEST

QUESTION & ANSWER

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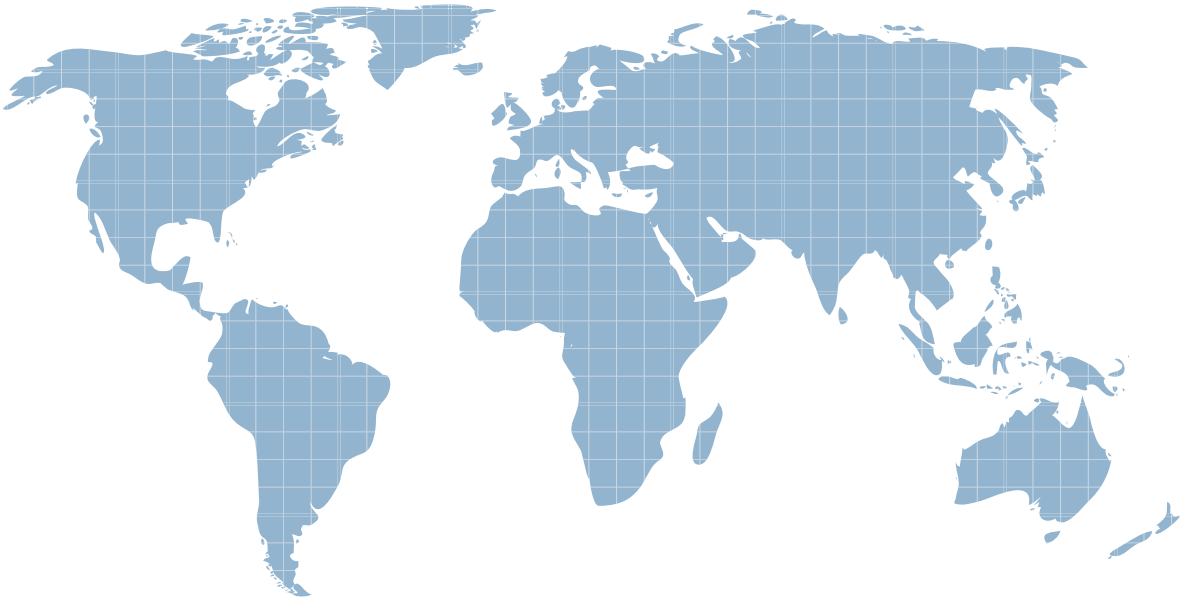

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Exam : **7491X**

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

Version : DEMO

1.Which of the following is important when considering regular call center operations?
A. A backup strategy for the call center databases
B. An analysis of the software you choose to create the call center databases
C. A decision for how much room to create for the call center databases
D. A restore strategy for the information in the call center databases
Answer: A

2.Refer to the exhibit.

```
Primary Incoming VDN/Vector
                         VECTOR DIRECTORY NUMBER
                             Extension: 7201
                            Name*: ABC Rentals
                  Destination: Vector Number       1998
     Attendant Vectoring? n
Meet-me Conferencing? n
     Allow VDN Override? Y
                               COR: 1
                               TN*: 1
                            Measured: internal
Acceptable Service Level (sec): 20
     Service Objective (sec): 20
VDN of Origin Annc. Extension*:
           1st Skill*: 10
                CALL VECTOR
Number: 1998    Name: ABC Rental

01 wait-time     0     secs hearing music
02 goto step     8          if ani     in    table 1    (a match is
03 queue-to      skill 1st pri 1
04 announcement  8613
05 wait-time     90    secs hearing music
06 goto step     4          if unconditionally
07 stop
08 route-to      number 7202           with cov n if unconditionally
09
```

```
Interflow VDN/Vector:
                          VECTOR DIRECTORY NUMBER
                                      Extension: 7202
                                      Name*: High Rollers
                                      Destination: Vector Number   1997
          Attendant Vectoring? n
     Meet-me Conferencing? n
          Allow VDN Override? n
                                COR: 1
                                TN*: 1
                                Measured: none
     Service objective (sec): 20
VDN of Origin Annc. Extension*:
          1st Skill*: 1

change vector 1997                                Page 1 of 6
                                CALL VECTOR
Number: 1997          Name: High Rollers
01 wait-time     0 secs hearing music
02 queue-to      skill 1st pri h
03 announcement  8613
04 wait-time     30 secs hearing music
05 goto step     3     if unconditionally
```

A call center administrator has devised a way to provide special treatment for high profile customers, by filtering these agent's Automatic Number Identification (ANI) using a vector routing table, and interflowing these calls to be queued at a higher priority. Unfortunately, after the new VDN/vector steps were implemented, those customers are queuing to the incorrect group of agents.
What would be the reason for this?
A. VDN Override on VDN 7202 is set to no
B. VDN Override on VDN 7201 is set to yes
C. The caller has blocked his calling party number, a match cannot be found, and call processing for this call will cease
D. No agents are staffed in skill 1
Answer: A

3.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
Answer: D

4.To improve call handling and agent productivity you set up a vector using Look Ahead Interflow to check if the remote site can accept a call and has an agent available. You only want to interflow calls that are at the top two positions queue.
Which command would be entered in the vector to accomplish this?
A. route-to number 9581234 with cov y if interflow-qpos=2
B. route-to number 9581234 with cov n if interflow-qpos<=2
C. route-to number 9581234 with cov n if interflow-qpos<2
D. route-to number 9581234 with cov y if interflow-qpos>=2
Answer: D

5.Refer to the exhibit.

```
CALL VECTOR
     Number: 200            Name: Vector A
Multimedia? n   Attendant Vectoring? n     Meet-me Conf? n      Lock? n
Basic? y   EAS? y  G3V4 Enhanced? y   ANI/II-Digits? y   ASAI Routing? y
Prompting? y  LAI? y  G3V4 Adv Route? y  CINFO? y  BSR? y  Holidays? y
Variables? y    3.0 Enhanced? y
01 wait-time    2    secs hearing silence
02 goto step    9          if holiday      in table 1
03 goto step    10         if time-of-day  is all 17:00 to all 08:00
04 goto step    10         if time-of-day  is fri 17:00 to mon 08:00
05 queue-to     skill 1    pri m
06 wait-time    30   secs hearing music
07 goto step    6          if unconditionally
08 disconnect   after announcement none
09 route-to     number 2048     with cov n if unconditionally
10 route-to     number 2049     with cov n if unconditionally
11 stop

display holiday 1
                           HOLIDAY TABLE
Number: 1              Name: Holiday
________START________        ________END_________
Month  Day Hour  Min        Month  Day Hour  Min        Description
12     31  00    00         01     01  00    00         new year
12     25  00    00         12     25  00    00         labor
07     04  00    00         07     04  00    00
```

Given the information in the exhibit, what happens to a call if someone calls this vector on Tuesday January 1 at 10:00?

A. The call will be routes to 2048

B. The call will queue to skill 1

C. The call will be disconnected

D. The call will be routed to 2049

Answer: C