Vendor: Avaya

Exam Code: 3304

Exam Name: Avaya Call Center Elite Implementation and Maintenance Exam

Version: Demo

Question No : 1

Which two statements describe the benefits of the Business Advocate (BA) feature? (Choose two.)

A. It enables routing of calls to the agent that is most idle.
B. It dynamically matches a customer to an optimal agent.
C. It provides conditional routing of calls to agent queues.
D. It allows for dynamic reporting of call center activities in custom methods.
E. It uses advanced algorithms to efficiently route calls to agents.

Answer: B,E

Explanation: Reference Avaya Aura™ Call Center Feature Reference 6.0 page 78

Question No : 2

What are three added features when you upgrade form Basic Avaya Call Center to Avaya Call Center Elite? (Choose three.)

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

Answer: A,B,E

Explanation: Reference : Avaya Aura™ Call Center Feature Reference 6.0 Page 358
Programming Call Vectors in Avaya Aura™ Call Center 6.0 Page 205

Question No : 3

A supervisor wants to endure that a specified group of agents logout at a specified time during the work week.

How can this be accomplished?

A. with After Call Work (ACW) Agent Considered Idle
B. with Forced Agent Logout Time
C. with Interruptible Aux Notification Timer (sec)
D. with Maximum Time Agent in ACW before logout (sec)

Answer: B
Reference: Administering Avaya Aura™ Call Center Features 6.0 page 11

Question No : 4

A customer has Business Advocate (BA) features turned on.

Which technique can be used to protect the predetermined level of service to a valued skill, II volumes or agent staffing levels change abruptly?

A. queue priority levels
B. reserve agents
C. skill preference levels
D. percent allocation

Answer: D

Question No : 5

A call center operations manager wants agents to manually enter a code to identify the reason for being in auxiliary (AUX) work status.

Which feature must be activated on the system-parameters custom-options to allow this?

A. Call Work Codes
B. Authorization Codes
C. Reason Codes
D. AUX State Codes

Answer: C
Explanation: Reference : Avaya Aura™ Call Center 6.0 Overview Page 26

Question No : 6

Which three statements about circular hunt groups are true? (Choose three)

A. The next call to the hunt group is offered to the next station in the members list in a round robin fashion, starting with the first administered station.
B. The call distribution is dependent of how long stations have been idle.
C. The call distribution is independent of how long stations have been idle.
D. The next tall to the hunt group will be routed to the next agent (station) if the previous agent did not answer the last call.
E. The next call to the hunt-group will be routed to the same agent (station) if that agent did not answer the last call.

Answer: A,C,D

Question No : 7

A supervisor would like to have their agents automatically log out at a specific time.

Which administration form is used to configure this functionality?

A. Hunt Group Form
B. Agent LoginID Form
C. Feature-Related System-Parameters Form
D. Station Form

Answer: B
Reference: Administering Avaya Aura™ Call Center Features 6.0 Page 11

Question No : 8

While configuring the Service Observing feature, which three forms should be configured and/or verified?

A. System Parameters
B. Class of Service
C. Feature-Related System Parameters
D. Class of restriction
E. Station

Answer: C,D,E

Reference: Administering Avaya Aura™ Call Center Features 6.0 page 141

Question No : 9

Which three monitor commands are available with Basic Call Management System (BCMS)? (Choose three)

A. Monitor bcms agent
B. Monitor bcms skill
C. Monitor bcms split
D. Monitor bcms system
E. Monitor bcms vector

Answer: B,C,D

Explanation: Reference 07-300061 page 43

Question No : 10

What provides built-in real and historical reporting capabilities for the call center, including reports for Splits/Skill, Agents, Vector Directory Numbers (VDNs) and trunk groups?

A. VvStats
B. Service level maximize (SLM)
C. Basic Call management System (BCMS)
D. Automated Number Identification (ANI)

Answer: C

Explanation: Reference Avaya Aura™ Call Center 6.0 Overview page 19

Question No : 11

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

A. Least Occupied Agent (LOA)
B. Call Work Codes (CWC)
C. Feature Access Codes (FAC)
D. Redistribution on No Answer (RONA)

Answer: B
Reference: Avaya Aura™ Call Center Feature Reference 6.0 page 51

Question No : 12

You are implementing a new contact center and gathering all information for the new agents. The Communication manager (CM) Agent Login ID form is populated from information gathered on the Agent Skills Worksheet.

Which three items are included on this worksheet? (Choose three)

A. Call handling preference
B. Login ID
C. Skill preferences
D. Skill level
E. Class of service (COS)

Answer: A,B,D

Question No : 13

Which vector object can replace the Time of Day (TOD) global Vector Variable?

A. Business Schedule Table
B. Vector Routing Table
C. Service Hours Table
D. Policy Routing Table

Answer: C
Reference: Avaya Aura™ Call Center 6.0 Overview page 28

Question No : 14

The first administered extensions in the hunt-group screen is usually serving a call, and is often referred to as 'hot seat'.

What is the name of this call distribution method?

A. circ
B. ead-mia
C. ucd-loa
D. ddc

Answer: D
Explanation: Reference Administering Avaya Aura™ Communication Manager page 288

Question No : 15

A customer has 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.

Answer: C

Question No : 16

Improve call handling and agent productivity you set up a vector using Look Ahead Interflow to check id site can accept a call and has an agent available. You only want to Interflow calls that are at the top two positions of the 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: B

Explanation: Reference Comcode 108596545 page 217

Question No : 17

A situation has come up where it is necessary to have more than one service observer active against a Vector Directory Number (VDN).

Which two parameters are necessary to make that happen? (Choose two.)

A. Allow Two Observers in Same Call
B. Service Observing /SSC Allowed with Exclusion
C. Service Level Maximizer
D. service observing (VDN

Answer: A,C

Explanation: Reference Avaya Aura™ Communication Manager Screen Reference page 383

Question No : 18

A customer wants to routinely monitor their vectors for unexpected results.

How would they monitor their results?

A. In the Communication Manage (CM), use the list history command.
B. In the CM, use the display events command.
C. In Call Management System (CMS), use the System Maintenance > Reports > Error Log Report
D. In CMS, use the Exceptions > Reports > Vector Exceptions.

Answer: B

Question No : 19

While configuring a vector using the best Service Routing feature, the installer was not able to use the consider location command.

Why did the installer encounter this feature?

A. The Best Service Routing feature was not enabled on the Feature-Related System Parameters form.
B. Look Ahead Interflow (LAI) was not enabled on the System-Parameters Customer Options form
C. Expert Agent Selection (EAS) was not enabled on the Feature-Related System Parameters form.
D. Preference Handling Distribution (FAS-PHD) was not enabled on the System-Parameters Customer-Options form.

Answer: B
Explanation: Reference Administering Avaya Aura™ Call Center Features 6.0 page 55

Question No : 20

Which two 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

Explanation: Reference Programming Call Vectors in Avaya Aura™ Call Center 6.0 Page 30

Question No : 21

When planning a call center implementation, what is the Agent Skills Worksheet used for?

A. to define the Feature Access Codes for the call center

B. to assign the call Distribution method to skills

C. to provide Skill Preferences for Vector Directory Numbers (VDNs)

D. to define the queue-to skill steps for vector processing

E. to identify the skill numbers and levels to be assigned to agents

Answer: E

Question No : 22

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

Answer: D

Explanation: Reference Avaya Aura™ Communication Manager Screen Reference page 1065

Question No : 23

A customer wants the ability to request unavailable agents for a specific skill, and have those agents be made available to take calls?

What calls center feature can provide this ability?

A. Multiple Call Handling (MCH)
B. Best Service Routing (BSR)
C. VuStats
D. Interruptible Aux Work

Answer: D

Explanation: Reference Communication Manager Overview page 23

Question No : 24

The Vector Directory Number (VDN) of Origin Announcement (VOA) provides agents with a short message about a callers city of origin or requested service based on the VDN used to process the call.

Which three items should be verified if the agents are not receiving this message? (Choose three.)

A. the Agent form
B. the class of restriction (COR) form
C. the announcement form
D. the VDN form
E. the Feature-related System parameters

Answer: B,C,D

Question No : 25

A supervisor like a summary report from Basic Communication Management System (BCMS) and is not sure what data items are available for this report.

Which three objects are available for a summary report? (Choose three)

A. hunt
B. trunk
C. skill
D. vdn
E. station

Answer: B,C,D

Explanation: Reference 07-300061 BCMS Operations Page 54

Question No : 26

Which three statements are true about configuring a Call Center with the Elite offer? (Choose three)

A. It is possible to use Vector Directory Number (VDN) skill preferences.
B. Call Management System (CMS) or IQ must be used as the reporting tool.
C. It includes Export Agent Selection (EAS) and Business Advocate (BA).
D. Service Level Maximize (SLM) can be used as a skills-based call distribution type.
E. SLM can be used as an agent-based call distribution type.

Answer: B,C,D

Question No : 27

Refer to the Exhibit.

```
Call Vector

    Number : 200                        Name Vector A
  Multimedia?  n           Attendant Vectroing?  n  Meet-me conf?  n              Lock?      n
        Basic?  y         Easy?  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
    Vairables? 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 holiday       is all 17:00 to all 08:00
04  goto  step            skill  1  pri  m
05  queue - to            30  secs hearing music
06  wait - time           6              if unconditionally
07  goto  step            after announcement none
08  discount              number 2048               with con  n if unconditionally
09  route  to             number 2049               with con  n if unconditionally
10  route - to
11  step

display holiday  1

                                    HILIDAY  TABLE

    Number: 1                        Name: Holiday


  _____START_____        _____END_____
  Month   Day   Hour   Min         Month   Day   Hour   Min
  12      31    00     00          01      01    00     00
  12      25    00     00          12      25    00     00
  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 January 1 at 10:00?

A. The call will queue to skill 1
B. The call will be disconnected
C. The call will be routed to 2048
D. The call will be routed to 2049

Answer: A

Question No : 28

VECTOR DIRECTORY NUMBER

Extension: 7200
Name*: ABC Widgets
Destination: Vector Number   1999

VECTORY DIRECTORY NUMBER

VDN VARIABLES*

Var	Description	Assignment
V1	Announcement	8610861186128613

CALL VECTOR

Number: 1999   Name: ABC Widgets
01 Wait-time   0   secs   hearing music
02 goto vector 200 #scope 1 if unconditionally (subroute vector)

CALL VECTOR

Number: 2000   Name: ANNC Subroute

01 set   AA   = V1   CATR   none
02 set   AB   = V1   SEL   12
03 set   AC   = V1   SEL   8
04 set   AD   = V1   SEL   4
05 return

(Vector 1999 continued)

03 announcement   AA
04 queue-to   skill   1st   pri m
05 wait-time   30   secs hearing music
06 announcement   AB
07 wait - time   30   secs hearing music
08 announcement   AC
09 wait-time   60   secs hearing music
10 snnouncement   AD
11 goto step   9   if unconditionally
12 stop

....

VARIABLES FOR VECTORS

Var	Description	Type	Scope	Length	Start Assignment
AA	Announcement AA	Collect	L	4	1
AB	Announcement AA	Collect	L	4	1
AC	Announcement AC	Collect	L	4	1
AD	Announcement AD	Collect	L	4	1

A single vector can serve multiple Vector Directory Numbers (VDN). VDN and vector

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