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QUESTION 1

A customer wants to avoid an abandoned call if an agent leaves their position, and an incoming Automatic Call Distribution (ACD) call rings at the agent's telephone.

Which call center feature provides this capability?

- A. Redirection on No Answer (RONA)
- B. Forced Agent Logout from the After Call Work (ACW) mode
- C. Adjunct Routing
- D. Variable in Vectors

Correct Answer: A

QUESTION 2

Which two vector variable types are strictly global in scope? (Choose two.)

- A. value
- B. ani
- C. collect
- D. dow
- E. stepcnt

Correct Answer: BC

QUESTION 3

You need to troubleshoot Best Service Routing (BSR) vectors for multi-site routing to verify that they are operating as intended.

Which command would you use to do this?

- A. list trace stations
- B. list trace vector
- C. list trace trunk
- D. list trace trac

Correct Answer: B

QUESTION 4

A supervisor wants their agents to automatically log out at a specific time.

Which two administration forms are used to configure this functionality? (Choose two.)

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

Correct Answer: BD

QUESTION 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 customer-options to allow this?

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

Correct Answer: D

QUESTION 6

Which option describes a feature access code?

- A. any group of 1 to 4 digits which can include asterisk (*) and pound (#) signs at the beginning
- B. any group of 1 to 6 digits
- C. any group of 1 to 4 digits where an *(asterisk) can appear anywhere
- D. any group of digits and asterisks (*) or pound signs (#)

Correct Answer: A

QUESTION 7

A customer is currently using the Communication Manager Automatic Call Distribution (ACD) feature, and will be enabling the Expert Agent Selection (EAS) feature.

With EAS enabled, which software mechanism is used for queuing?

- A. Agent IDs
- B. VDNs
- C. Agent Stations
- D. Skills

Correct Answer: C

QUESTION 8

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

- A. VDN Skill
- B. Class of Services (COS)
- C. Tenant Number (TN)
- D. Best Services Routing (BSR) Application
- E. Measured

Correct Answer: ACD

QUESTION 9

What is the recommended audio format to be played by the Avaya Aura?Media Server?

- A. 16bit, 8kHz, Single channel, PCM files
- B. 64bit, 8kHz, Multiple channel, PCM files
- C. 16bit, 8kHz, Multiple channel, PCM files
- D. 64bit, 8kHz, Single channel, PCM files

Correct Answer: A

QUESTION 10

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

- A. The group extension
- B. The call distribution method

- C. The Vector Directory Number (VDN)
- D. The trunk group number
- E. The Class of Restriction (COR)

Correct Answer: ABE

QUESTION 11

CALL VECTOR

```

Number:      1996 Name: Variable 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 set A    =B   CATL 9432
    
```

VARIABLES FOR VECTORS

Var	Description	Type	Scope	Length	Start	Assignment	VAC
A	XYZ	collect			L	4	3
B	ABC	collect			G	5	1 87654

Refer to the exhibit.

Given existing variable values on the vector step in the exhibit, what will be the resulting value of Variable "A"?

- A. 9432
- B. 876549432
- C. 3876
- D. 87654

Correct Answer: C

QUESTION 12

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

- C. The agent's COS must have the field "Add/remove Agent Skills" 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.

Correct Answer: B

QUESTION 13

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

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

Correct Answer: B

QUESTION 14

A customer wants to routinely monitor their vectors for unexpected results. How should they monitor their results?

- A. Use the display events command in the Communication Manager.
- B. Use the list history command in the Communication Manager.
- C. Use the System Maintenance > Reports > Error Log Report in the Call Management System.
- D. Use the Exceptions > Reports > Vector Exceptions in the Call Management System.

Correct Answer: A

QUESTION 15

Which two statements about Automatic Call Distribution (ACD) with Expert Agent Selection (EAS) disabled are true? (Choose two.)

- A. After an ACD-call, an agent will automatically change its state to AUX.
- B. Splits can be measured by Basic Call Management System (BCMS).
- C. Agents can be logged in to 20 splits maximum.
- D. Agents should log in manually to each split.

Correct Answer: BD

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