

7492X^{Q&As}

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QUESTION 1

When viewing TTrace Process Output, which two statements are true about the output windows? (Choose two.)

- A. the title bar of the output window shows the date and time
- B. the title bar of the output window shows the process name, the host name, and the process ID
- C. the system displays outputs with the newest at the bottom of the display
- D. the system displays outputs at the top of the display
- E. the window shows the last 1000 lines of the log file

Correct Answer: BC

QUESTION 2

To enable a Best Services Routing (BSR) tie strategy, when the Alternate Selection on BSR Ties determines how BSR chooses which agent, skill, or location to select, which two administration forms need to be administered? (Choose two.)

- A. On the Feature Related System Parameters screen verify the BSR Tie Strategy field.
- B. On the VDN form, verify BSR Tie Strategy field.
- C. On the Hunt Group form verify BSR settings.
- D. Verify Suppression Timer Is set correctly In the BSR application plan.

Correct Answer: AB

QUESTION 3

A customer has provided one specific customer toll free number. The customer should have some (but not total) advantage over the typical call to the same skill as other callers.

Which Business Advocate (BA) feature is used to adjust the service level for the customer to this particular skill?

- A. Reserve Agents
- B. Weighted Advance Time
- C. Dynamic Queue Position
- D. Greatest Need

Correct Answer: A

QUESTION 4

Given the following conditions: In the lousiness Advocate configuration During call surplus conditions If calls are waiting when an agent becomes available The agent's selection method is Percent Allocation How will the Communication Manager Interpret the highest priority call?

- A. As the highest skill level and the highest ratio of CWT/SO or PWT/SO
- B. As the highest skill level and the longest CW1 or PWI
- C. As the longest CWT or PWI
- D. As the oldest call waiting that best maintains the administered target allocations for all skills

Correct Answer: A

QUESTION 5

In administering multi-site Best Services Routing (BSR), what are the two configuration that are associated VDN configuration (Choose two.)

- A. UUI Treatment
- B. Supplementary Service Protocol
- C. BSR Available Agent strategy
- D. BSR Application

Correct Answer: AC

QUESTION 6

A customer wants to evaluate Call Center Elite/Communication Manager system performance to observe usage trends and recommend updates or corrective actions. Which object should the customer check to evaluate the system performance?

- A. System files
- B. Trace files
- C. Log files
- D. Traffic reports

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101027471>

QUESTION 7

A customer is using Windows Server 2008 to run their Call Center Elite Multichannel server software. Which requirement do they need to configure to install the server software?

- A. Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.5.1
- B. Microsoft .NET Framework 3.5, Microsoft .NET Framework 4.5.1, and IIS
- C. Windows Firewall Service, Microsoft .NET Framework 4.5.1, and IIS
- D. IIS only

Correct Answer: A

QUESTION 8

In a multi-site BSR configuration, with 2 remote location site BSR Application form?

- A. 1 status poll VDN and 1 interflow VDN
- B. 1 status poll VDN and 2 interflow VDN
- C. 2 status poll VDN and 2 Interflow VDN
- D. 3 Status poll VDN and 2 Interflow VDN

Correct Answer: A

QUESTION 9

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

Correct Answer: D

QUESTION 10

A company using Avaya Aura Call Center Elite is experiencing problems configuring vectors. The vector is not routing calls to a particular queue. Vectors are routing calls to other configuration queues correctly. As a part of a good Global Support Services (CSS) methodology, what should the company do next?

- A. Reduce or eliminate the business Impact of the vector by testing the vectors.
- B. Identify components where the queue is configured. Including the switch, the communication manager, and the programming of the vector, and formulate a hypothesis for testing.
- C. Take corrective action for the vector configuration, by reviewing the current situation and modifying It until the vector queues calls properly.
- D. Determine the frequency and severity of the Issue where the vector does not route calls properly

Correct Answer: B

QUESTION 11

A customer using the TTrace tool wants the TTrace system to send an email when the system logs a particular type of alarm on the TTrace server.

Which TTrace tool will accomplish this?

- A. TTrace Config
- B. TTrace Server
- C. TTrace Console
- D. TTrace Log2Zip

Correct Answer: A

QUESTION 12

What are three advantages of the Avaya Customer Experience Virtualized environment? (Choose three.)

- A. Enables capital equipment expenditures
- B. Divides up resources among different locations
- C. Enables businesses to scale rapidly
- D. Lowers operational expenses
- E. Requires fewer servers

Correct Answer: ADE

QUESTION 13

A customer using the TTrace tool wants to see a list of services that have been configured, and also select their respective logging levels.

Which TTrace tool will accomplish this?

- A. TTrace Log2Zip
- B. TTrace Configuration
- C. TTrace Server
- D. TTrace Console

Correct Answer: C

QUESTION 14

While configuring a vector using the Best Services Routing (BSR) feature, the Installer was not able to use the consider location command.

What is causing this problem?

- A. Expert Agent Selection (EAS) was not enabled on the Feature Related System Parameters form.
- B. The location number is not defined In the BSR application form.
- C. The ASAI routing is not enabled-
- D. Preference Handling Distribution (FAS-PHD) was not enabled on the System-Parameters Customer-Options form.

Correct Answer: A

QUESTION 15

Best Services Routing (BSR) determines the best resource to service a call by examining which three variables? (Choose three.)

- A. Agent Average Speed of Answer
- B. Selection strategy for the active VDN
- C. Oldest call waiting
- D. Availability of the agents
- E. Estimated Wait Time (EWT)

Correct Answer: ABD

Reference: <https://downloads.avaya.com/css/P8/documents/101038024> (58)