

7392X^{Q&As}

Avaya Aura Call Center Elite Implementation Exam

Pass Avaya 7392X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass2lead.com/7392x.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



QUESTION 1

A call center where agents handle customers with account numbers is using Call Center Elite. The call center wants to offer a survey to customers who complete their tasks to determine the level of service they have received.

Which feature would you suggest when the call center offers a survey to the people who have called?

- A. VDN Return Destination
- B. VDN Interflow
- C. VDN Vectors
- D. VDN Override

Correct Answer: A

QUESTION 2

CALL VECTOR

```
Number: 200      Name: Vector A
Multimedia? n   Attendant Vectoring? n Meet-me Conf? n   Lock? n
Basic? y EAS? y   G3W4 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 | | | | Description |
|-----------|-----|------|-----|---------------|-----|------|-----|-------------|
| START | | | | END | | | | |
| Month | Day | Hour | Min | Month | Day | Hour | Min | |
| 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 | |

Refer to the exhibit.

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

Correct Answer: B

QUESTION 3

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

QUESTION 4

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 5

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. Multiple Call Handling (MCH)
- B. Redirection on No Answer (RONA)
- C. Feature Access Codes (FAC)

D. Call Work Codes (CWC)

E. Least Occupied Agent (LOA)

Correct Answer: D

[Latest 7392X Dumps](#)

[7392X VCE Dumps](#)

[7392X Practice Test](#)