

7392X^{Q&As}

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QUESTION 1

For a Split Day report, how many days of historical data are shown in the Basic Call management System (BCMS)?

- A. 5
- B. 1
- C. 2
- D. 3
- E. 7

Correct Answer: E

QUESTION 2

Which statement describes the purpose and function of a hunt group?

- A. It is a group of agents that all have the ability to answer specific calls.
- B. It is a group of VDNs that receive calls and pass to a vector.
- C. It is a group of extensions that receive calls to a specific telephone number.
- D. It is a group of skills that an agent has to manage specific calls.

Correct Answer: A

QUESTION 3

Which statement about concurrent agent user licenses is true?

- A. Number of agents that can be registered in more than one Communication Manager simultaneously.
- B. Number of agents that can be added to the system.
- C. Only the specified number of licensed units can gain access to more than one skill at a time.
- D. Only the specified number of licensed units can gain access to and register the agent with Communication Manager at any given time.

Correct Answer: D

QUESTION 4

Which two functions do Vector Directory Numbers (VDNs) perform in a call center? (Choose two.)

- A. VDNs ensure that agents can originate and terminate calls.
- B. VDNs interpret the skills an agent has.
- C. VDNs route calls by pointing to a vector.
- D. VDNs define the call flow through the call center.
- E. VDNs pass parameters to the vector for processing.

Correct Answer: CE

QUESTION 5

Which operator of the SET command allows you to check number validation in dialed strings using Luhn's algorithm?

- A. MOD10
- B. ADD
- C. CATR
- D. SEL

Correct Answer: A

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