

7392X^{Q&As}

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QUESTION 1

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 2

A customer is waiting in queue, listening to music, and waiting for the call to be routed to an agent.

Which mechanism controls what happens while the customer is waiting in the queue?

- A. Agent Stations
- B. Vectors
- C. Skills
- D. Hunt Groups

Correct Answer: B

QUESTION 3

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 4

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

QUESTION 5

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

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