

7492X^{Q&As}

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QUESTION 1

A customer has installed SQL to build the databases. The customer believes that they have installed and configured the SQL and databases correctly, but cannot see the databases in the Elite Multichannel Control Panel.

Which three actions should you advise them to take? (Choose three.)

- A. Check the port numbers
- B. Check that SQL is installed on a separate machine
- C. Check the IP address of the SQL server
- D. Check the installation directory for SQL
- E. Check that TTrace logging is recording errors properly

Correct Answer: CDE

QUESTION 2

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 3

Refer to the exhibit.

Primary Incoming VDN/Vector

VECTOR DIRECTORY NUMBER

Extension: 7201

Name*: ABC Rentals

Destination: Vector Number 1998

Attendant Vectoring? n

Meet-me Conferencing? n

Allow VDN Override? Y

COR: 1

TN*: 1

Measured: internal

Acceptable Service Level (sec): 20

Service Objective (sec): 20

VDN of Origin Annc. Extension*:

1* Skill*: 10

CALL VECTOR

Number: 1998 Name: ABC Rental

```
01 wait-time 0 secs hearing music
02 goto step 8 if ani in table 1 (a match is
03 queue-to skill 1* pri 1
04 announcement 8613
05 wait-time 90 secs hearing music
06 goto step 4 if unconditionally
07 stop
08 route-to number 7202 with cov n if unconditionally
09
```

Interflow VDN/Vector:

VECTOR DIRECTORY NUMBER

Extension: 7202

Name*: High Rollers

Destination: Vector Number 1997

Attendant Vectoring? n

Meet-me Conferencing? n

Allow VDN Override? n

COR: 1

TN*: 1

Measured: none

Service objective (sec): 20

VDN of Origin Annc. Extension*:

1* skill*: 1

change vector 1997

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CALL VECTOR

Number: 1997

Name: High Rollers

01 wait-time 0 secs hearing music

02 queue-to skill 1* pri h

03 announcement 8613

04 wait-time 30 secs hearing music

05 goto step 3 if unconditionally

A call center administrator has devised a way to provide special treatment for high profile customers, by filtering these agent's Automatic Number Identification (ANI) using a vector routing table, and interflowing these calls to be queued at a higher priority. Unfortunately, after the new VDN/vector steps were implemented, those customers are queuing to the incorrect group of agents.

What would be the reason for this?

- A. VDN Override on VDN 7202 is set to no
- B. VDN Override on VDN 7201 is set to yes
- C. The caller has blocked his calling party number, a match cannot be found, and call processing for this call will cease
- D. No agents are staffed in skill 1

Correct Answer: A

QUESTION 4

Installing WebLM requires that steps should be performed in a particular order. Which order should you use to install and configure WebLM on your Call Center Elite Multichannel Server?

- A. It does not matter what order you install the applications in, as long as WebLM is at the end
- B. Install Java, set JAVA_HOME environment variable, install Tomcat, and set the PATH environment variable
- C. Install WebLM, install Tomcat, set JAVA_HOME and PATH environment variables
- D. Install Tomcat, install Java, install WebLM, and then configure the PATH, JAVA_HOME environment variables

Correct Answer: C

QUESTION 5

With consideration to the Avaya Global Support Services troubleshooting methodology, which step is most important when developing a hypothesis for troubleshooting software?

- A. Implementing corrective actions
- B. Choosing corrective actions
- C. Recognizing the problem
- D. Determining the triggers

Correct Answer: C

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