7492X^Q&As

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QUESTION 1

A customer wants to archive their log files using the Ttrace Log2Zip application Which setting can they choose to archive their files?

A. The type of log file and the name

B. The period of time, the name, and the files to be archived

C. The size of the log file and which files to archive

D. The number of lines in the log and the commands

Correct Answer: B

QUESTION 2

A customer uses the quick installer to install the core applications for their Call Center Elite Multichannel

system.

Which three core server applications require manual configuration during the installation process? (Choose

three.)

A. Media Director

B. Call Routing Server

C. Interaction Data Server

D. Web Chat for IIS

E. Email Media Store

Correct Answer: ABC

QUESTION 3

What are two call vectoring command failures for "adjunct routing"? (Choose two.)

A. The VDN\\'s COR does not permit routing to the adjuncts applied destination.

B. The specified agent Is not logged into the specified split tor a direct agent call.

C. The VDN\\'s COS-group does not have Console Permission set to y.

D. The CTI link can be any Identifier.

Correct Answer: AB

Reference: https://downloads.avaya.com/css/P8/documents/101050308(18)

QUESTION 4

Best Service Routing (BSR) allows adjusting the idle time of agents when determining agent selection. You are considering the step adjustment set to 20 for a given location. Which statement about agent adjustments for the considered location step is true?

A. The agent\\\'s idle time is adjusted up by 20%, unless the idle time is greater than 100 seconds at which point is adjusted up by 20 seconds

B. The agent\\\'s idle time is decreased by 20 seconds, unless the idle time is greater than 100 seconds at which point it is decreased by 20%

C. The agent\\\'s idle time is always adjusted down by 20 seconds

D. The agent\\\'s idle time is always adjusted up by 20 seconds

Correct Answer: B

QUESTION 5

A call center supervisor is trying to initiate an emergency condition by using FAC. After required FAC, a

busy signal is returned.

Which three reasons are causing this problem? (Choose three.)

A. The variable associated with emergency is not defined.

B. The COS-group of the telephone set Console Permission disabled.

C. The COS group of the telephone set has Priority Calling disabled.

D. The FAC Vector Variable (VVI-9) Is not defined.

E. The VDN variable VI-9 Is not set.

Correct Answer: ACE

QUESTION 6

What must be administered In the route pattern for a multi-site Best Service (Services Routing (HSR) application?

A. The trunk group must be H.323.

B. The FRL settings do not apply to HSR.

C. Set TSC to y and set CA-TSC to "as needed".

D. The ISDN parameters "QSIG/ETSI TSC Extension" can be left blank.

Correct Answer: C

QUESTION 7

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 8

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)

QUESTION 9

A customer wants to use the TTrace application on their desktop to monitor remote servers. Is this possible?

A. Yes, the customer can use the TTrace Server, the configuration should be installed on the server and the TTrace console on the client desktop

B. Yes, the customer can use their desktop to monitor the call center server after they install the TTrace tool on their

desktop

C. No, the customer must use the TTrace application from another server

D. No, the customer must use the TTrace application on the server where it is running

Correct Answer: B

QUESTION 10

A customer with multiple locations wants to effectively balance the call load among agents at the various

sites.

Which call center feature can provide this capability?

A. Business Advocate (BA)

B. Best Service Routing (BSR)

C. Network Call Redirection (NCR)

D. Least Occupied Agent (LOA)

Correct Answer: B

Reference: https://downloads.avaya.com/elmodocs2/comm_mgr/r3/pdfs/07_300301_1.pdf (114)

QUESTION 11

When a customer generates a TTrace log file there are specified components in each line item of the log

file.

Which data do these components include?

A. The log file includes the date, the time, the name of the processes, the system where the process is running, and the process ID

B. The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the agent handling contacts

C. The log file includes the name of the processes, the system where the process is running, and the process ID

D. The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the user on the system

Correct Answer: C

QUESTION 12

A customer has SLM In their contact center deployed, but would now like to add the Business Advocate feature to Increase staffing automation, so that the supervisor can spend more time coaching their agents. Which statement Is true?

A. Business Advocate can exist with FAS enabled.

B. SLM can exist without EAS enabled.

C. The Business Advocate feature and SI M cannot co-exist on the same system.

D. The Business Advocate feature con run on the same system that has SLM configured.

Correct Answer: C

Reference: https://downloads.avaya.com/css/P8/documents/100171600 (p.9)

QUESTION 13

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

QUESTION 14

A call center has four agents:

Agent 1 has experience with Sales and French.

Agent 2 has experience with Sales and English.

Agent 3 has experience with Support and English.

Agent 4 has experience with Sales and is bilingual in English and French The first call comes in requiring

sales assistance in English and a second call comes looking for Sales in French.

Which agent is still available for calls when the call center is using Best Service Routing and the next call

requires French?

A. Agent 1

B. Agent 2

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C. Agent 3

D. Agent 4

Correct Answer: D

QUESTION 15

A Call Center Elite installation handles approximately 50 calls per hour using 30 agents. You want to expand the Elite installation to double the capacity of calls with 20 agents in another city. Which type of installation should you use when installing a remote Call Center Elite instance?

A. Use quick installation of all components

B. Use manual installation of all components

C. Use manual installation of a few components

D. It does not matter which installation method you choose

Correct Answer: C

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