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Avaya Aura Call Center Elite Support



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QUESTION: 75

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

Answer: A, D, E

QUESTION: 76

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 for 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.

Answer: B, D

QUESTION: 77

A customer wants to evaluate Call Center Elite/Communication Manager system performance to observe usage trends and recommend updates or corrective actions. Which object should the customer check to evaluate the system performance?

- A. System files
- B. Trace files
- C. Log files
- D. Traffic reports

Answer: D

QUESTION: 78

The call center has recently converted from 4 to 5 digit extensions. Since the conversion, callers to the Spanish Customer Service skill report that they can no longer reach a specific agent in the call center, even if they know the extension number. Which two commands would provide information to isolate the problem? (Choose two.)

- A. Display events extension
- B. Display events vector
- C. List trace vector
- D. List trace extension

Answer: C, ?

QUESTION: 79

Which three statements are true about virtual routing? (Choose three.)

- A. CTI is a required component for multi-site configuration
- B. Virtual routing allows the call centers to be transparent, and act as a virtual call center

that is transparent to the user

C. Virtual routing involves only contacts that are non-voice related such as email and chat

D. Virtual routing can be implemented in single-site or multi-site configuration

E. Virtual routing determines where to route the call according to the criteria: Look-ahead interflow or Advanced look- ahead interflow

Answer: A, D, E

QUESTION: 80

A customer using the TTrace tool wants to see a list of services that have been configured, and also select their respective logging levels. Which TTrace tool will accomplish this?

A. TTrace Log2Zip

B. TTrace Configuration

C. TTrace Server

D. TTrace Console

Answer: C

QUESTION: 81

A customer wants to reduce costs in their contact center. They choose to employ Network Call Redirection (NCR) to eliminate as much private network cost as possible. The call center is using Best Services Routing (BSR) to distribute calls to multiple centers. Which command in the vector would invoke NCR using BSR?

A. route-to number 112920414

B. route-t number 11292414

C. reply-best

D. queue-to best

Answer: D

QUESTION: 82

In administering multi-site Best Services Routing (BSR), what are the two configuration that are associated VDN configuration (Choose two.)

- A. UUI Treatment
- B. Supplementary Service Protocol
- C. BSR Available Agent strategy
- D. BSR Application

Answer: C, D

QUESTION: 83

While a Look-Ahead Interflow attempt is being made, which feedback is the caller receiving?

- A. The caller hears the feedback that is provided by the sending switch.
- B. The caller always hears ringback.
- C. The caller hears the feedback that is provided by the receiving switch.
- D. The caller always hears silence.

Answer: A



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