

IT 认证电子书



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Exam : **7491X**

Title : Avaya Aura® Call Center
Elite and Call Center Elite
Multichannel Support Exam

Version : DEMO

1.Which of the following is important when considering regular call center operations?

- A. A backup strategy for the call center databases
- B. An analysis of the software you choose to create the call center databases
- C. A decision for how much room to create for the call center databases
- D. A restore strategy for the information in the call center databases

Answer: A

2.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

Answer: A

3.You need to troubleshoot your Best Service Routing (BSR) polling vectors to verify that they are

operating as intended.

Which command do you use to do this?

- A. monitor bcms hunt group
- B. list trace trunk
- C. monitor bcms trunk
- D. list trace vdn

Answer: D

4.To improve call handling and agent productivity you set up a vector using Look Ahead Interflow to check if the remote site can accept a call and has an agent available. You only want to interflow calls that are at the top two positions queue.

Which command would be entered in the vector to accomplish this?

- A. route-to number 9581234 with cov y if interflow-qpos=2
- B. route-to number 9581234 with cov n if interflow-qpos<=2
- C. route-to number 9581234 with cov n if interflow-qpos<2
- D. route-to number 9581234 with cov y if interflow-qpos>=2

Answer: D

5.Refer to the exhibit.

CALL VECTOR

Number: 200 Name: Vector A

Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n
 Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI Routing? y
 Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y
 Variables? y 3.0 Enhanced? y
 01 wait-time 2 secs hearing silence
 02 goto step 9 if holiday in table 1
 03 goto step 10 if time-of-day is all 17:00 to all 08:00
 04 goto step 10 if time-of-day is fri 17:00 to mon 08:00
 05 queue-to skill 1 pri m
 06 wait-time 30 secs hearing music
 07 goto step 6 if unconditionally
 08 disconnect after announcement none
 09 route-to number 2048 with cov n if unconditionally
 10 route-to number 2049 with cov n if unconditionally
 11 stop

display holiday 1

HOLIDAY TABLE

Number: 1

Name: Holiday

START				END				Description
Month	Day	Hour	Min	Month	Day	Hour	Min	
12	31	00	00	01	01	00	00	new year
12	25	00	00	12	25	00	00	labor
07	04	00	00	07	04	00	00	

Given the information in the exhibit, what happens to a call if someone calls this vector on Tuesday January 1 at 10:00?

- A. The call will be routes to 2048
- B. The call will queue to skill 1
- C. The call will be disconnected
- D. The call will be routed to 2049

Answer: C