

# ***KTest***

更に上のクオリティ 更に上のサービス



## **問題集**

<http://www.ktest.jp>

1年で無料進級することに提供する

**Exam : 7492X**

**Title : Avaya Aura® Call Center  
Elite Support Exam**

**Version : DEMO**

1.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:** BD

2.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 determines where to route the call according to the criteria: Look-ahead interflow or Advanced look-ahead interflow.
- E. Virtual can be implemented in single-site or multi-site configuration.

**Answer:** BCE

3.Best Services 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 always adjusted up by 20 seconds.
- B. The agent's idle time is always adjusted down by 20 seconds.
- C. 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%.
- D. 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.

**Answer:** C

4.In a multi-site Best Services Routing (BSR) configuration, what is the purpose of the Status Poll vector?

- A. The vector is activated when the given remote server is the best available.
- B. The vector contacts the specified remote servers, and collects information from that remote server.
- C. The vector compares skills at its location and replies to the origin server with information on the best of these skills and estimated wait times (EWT).
- D. The vector queues the call to the resource that is likely to provide the best service.

**Answer:** D

**Explanation:**

Reference: [http://btbusiness.custhelp.com/euf/assets/TelephoneSystems/Avaya/CallCentre/07\\_300303\\_1.pdf](http://btbusiness.custhelp.com/euf/assets/TelephoneSystems/Avaya/CallCentre/07_300303_1.pdf)

5.In which document can the events table be found?

- A. Troubleshooting Avaya Aura® Call Center Elite

- B. Programming Call Vectoring Features in Avaya Aura® Call Center Elite
- C. Administrator Guide for Avaya Communication Manager
- D. Feature Description and Implementation for Avaya Communication Manager

**Answer:** C

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/100059379> (p.5)