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Questions & Answers

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Question: 1

Which type of virtual routing allows calls among call centers to achieve improved Automatic Call Distribution (ACD) load balance by comparing sites?

A. Adjunct Routing
B. Network Call Transfer
C. Look-Ahead Interflow
D. Network Call Redirection

Answer: C

Explanation:
Reference https://downloads.avaya.com/css/P8/documents/100081980 (page 28)

Question: 2

For a split Day report, how many days of historical data show in the Basic Call management System (BCMS)?

A. 5
B. 1
C. 2
D. 3
E. 7

Answer: E

Question: 3

A customer has the Elite Call Center package and wants Basic Call Management System (RCMS) for reports.
Which statement is true about this scenario?

A. BCMS has all the functions Call Management System (CMS) supports but with less capacity.
B. BCMS generates Split Reports and not Skills Reports.
C. BCMS does not support all Call Center Elite features.

D. BCMS is only offered for customers with a Basic Call Center package.

Answer: C

Question: 4

What provides built-in real-time and historical reporting capabilities for the call center, Including, reports tor Splits/Skills, Agents, Vector Directory Numbers (VDNs) and trunk Groups?

A. Automatic Number Identification (ANI)
B. Basic Call Management System (BCMS)
C. VuStats
D. Service Level Maximizer (SLM)

Answer: B

Question: 5

Which two benefits to a Call Center does the Call Vectoring feature provide? (Choose two.)

A. The ability to change the skills assigned to an agent
B. The conditional call treatment or routing based on parameters such as time of day, day of holidays, etc.
C. The ability for an agent to answer multiple Automatic Call Distribution (ACD) calls
D. The ability for supervisors to monitor an agent's ACD calls
E. The customized handling of incoming calls via programmed commands

Answer: B,E

Explanation:
Reference:
Avaya Aura™ Call Center 6.0 Overview Page 20

Question: 6

Which scope is defined by the time-of-day (TOD) variable?

A. Collect Scope Variable
B. Global Scope Variable
C. Local Scope Variable
D. Persistent Scope Variable

Answer: B

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