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Questions & Answers

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Question: 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

Question: 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 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: BCE

Question: 3

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

Answer: B

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Question: 4

In a multi-site Best Services Routing (BSK) 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: B

Reference:
http://btbusiness.custhelp.com/euf/assets/TelephoneSystems/Avaya/CallCentre/07_300303_1.pdf

Question: 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 tor Avaya Communication Manager
D. Feature Description and Implementation for Avaya Communication Manager

Answer: C

Question: 6

Refer to the exhibit.

This is an example of the Status Poll Vector on the remote system.

1. consider skill 20 pri m adjust by 0
2. consider skill 11 pri m adjust by 0
3. reply best

The reply-best vector command is applied to which BSR VDN/Vector?

A. Status Poll Vector
B. Primary Vector
C. Interflow vector
D. Adjunct Vector

Answer: A

Question: 7

What are the three consideration requirements for the deployment of Network Call Deflection? (Choose

A. The second leg of the call is set up by the redirecting Communication Manager.
B. Network Call Deflection is only available In Europe and must be compliant with ETSI Supplementary Service Network Call Deflection.
C. Announcement, collect digits, converse-on, wait for hearing music, wait for the hearing announcement, ringback, or silence cannot be used for NCD.
D. NCD by the PSTN can occur only if the incoming call to the Avaya Aura Communication Manager is not answered.
E. A route-to number r 13035485103 must be used in vector step processing and Net Redir=y in the BSR Application plan.

Answer: ACE

Question: 8

To activate and use Best Services Routing (BSR) Available Agent Adjustment, which two must be configured In the Avaya AuraCM Elite Call Center? (Choose two.)

A. The BSR Application ID must be set in the VDN form.
B. Set the Available Agent Adjustments tor BSR to y in the System Parameters Feature form.
C. The Available Agent Adjustments for BSR must be set to YES on System-Parameters Customer Options.
D. Percent Allocation in the Business Advocate feature must be enabled.

Answer: CD

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