



**Free Questions for 7392X by dumpshq**

**Shared by Huffman on 29-01-2024**

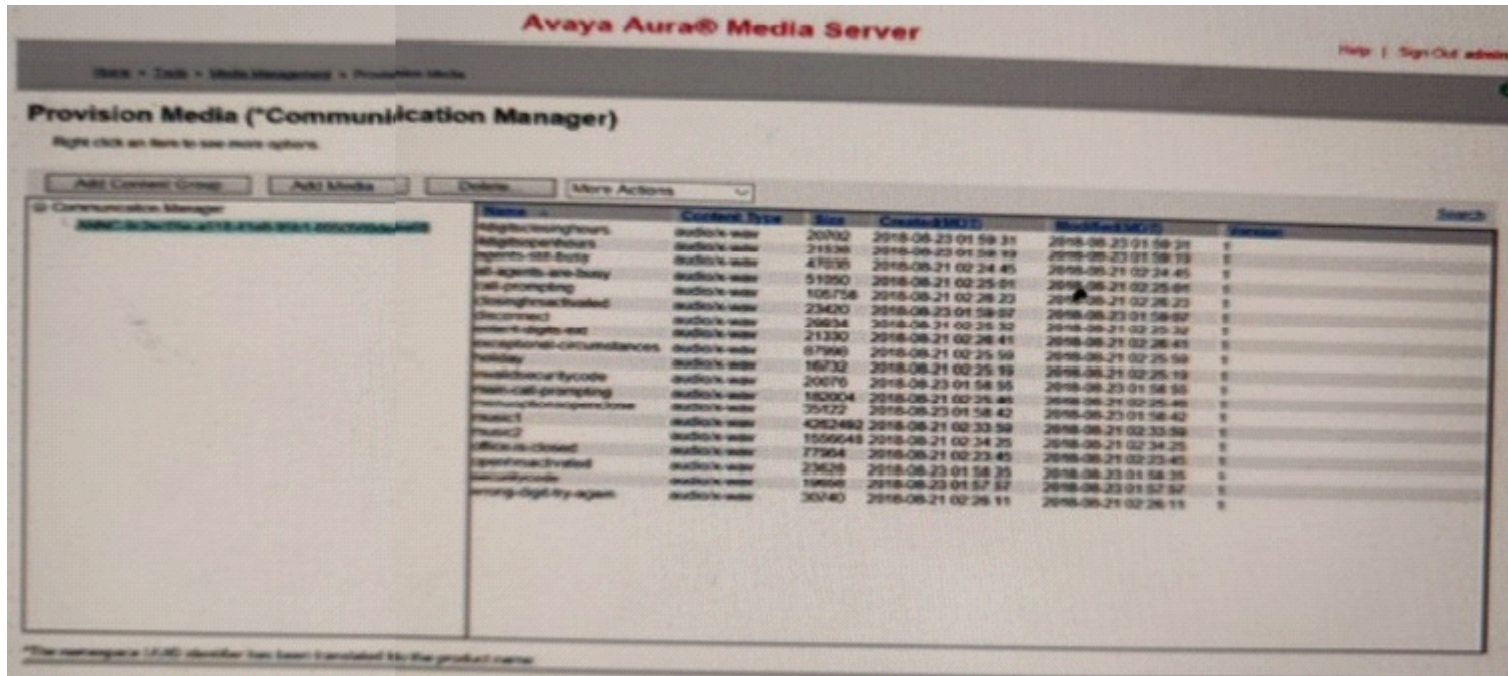
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# Question 1

Question Type: MultipleChoice

Refer to the Exhibit.



The screenshot shows the Avaya Aura Media Server interface. The title bar reads "Avaya Aura® Media Server" and "Help | Sign Out admin". The main heading is "Provision Media (~Communication Manager)". Below the heading are buttons for "Add Content Group", "Add Media", "Delete", and "More Actions". A table lists various media files with columns for Name, Content Type, Size, Create MDT, and Modified MDT. The table contains 20 rows of data.

Name	Content Type	Size	Create MDT	Modified MDT	Version
agentworkinghours	audio/wav	20792	2018-08-23 01:58:31	2018-08-23 01:58:31	1
agentopenhours	audio/wav	21838	2018-08-23 01:58:39	2018-08-23 01:58:39	1
agents-are-busy	audio/wav	47235	2018-08-21 02:24:45	2018-08-21 02:24:45	1
all-agents-are-busy	audio/wav	51250	2018-08-21 02:25:01	2018-08-21 02:25:01	1
call-prompting	audio/wav	105758	2018-08-21 02:28:23	2018-08-21 02:28:23	1
closing/activated	audio/wav	23420	2018-08-23 01:58:07	2018-08-23 01:58:07	1
disconnect	audio/wav	26634	2018-08-21 02:25:32	2018-08-21 02:25:32	1
error-digits-wait	audio/wav	21330	2018-08-21 02:28:41	2018-08-21 02:28:41	1
exceptional-circumstances	audio/wav	67990	2018-08-21 02:25:58	2018-08-21 02:25:58	1
holiday	audio/wav	16732	2018-08-21 02:25:59	2018-08-21 02:25:59	1
invalid-card-type	audio/wav	20076	2018-08-23 01:58:55	2018-08-23 01:58:55	1
main-call-prompting	audio/wav	182004	2018-08-21 02:26:48	2018-08-21 02:26:48	1
main-welcome-greeting	audio/wav	25122	2018-08-23 01:58:42	2018-08-23 01:58:42	1
music1	audio/wav	4262442	2018-08-21 02:33:58	2018-08-21 02:33:58	1
music2	audio/wav	1559548	2018-08-21 02:34:25	2018-08-21 02:34:25	1
office-is-closed	audio/wav	77954	2018-08-21 02:23:40	2018-08-21 02:23:40	1
open/activated	audio/wav	23628	2018-08-23 01:58:33	2018-08-23 01:58:33	1
outcode	audio/wav	19668	2018-08-23 01:57:57	2018-08-23 01:57:57	1
wrong-digit-by-agent	audio/wav	30740	2018-08-21 02:26:11	2018-08-21 02:26:11	1

The diagram shows the content namespace UUID(ANNC-9C2ec05e-a518-41e8-95b1-0050569dee68) on the Avaya Aura Media Server for placement of announcements and music wave files.

Which two Communication Manager (CM) commands are used to verify the files have been placed correctly? (Choose two.)

**Options:**

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- A- change media---gateway 1
- B- list announcement
- C- status media-server 1
- D- change media---server 1
- E- display media-server 1

**Answer:**

---

C, D

## Question 2

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**Question Type: MultipleChoice**

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Which component handles the featured of Avaya Aura Call Center Elite?

**Options:**

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- A- Presence Services
- B- Media Server
- C- Session Manager
- D- Communication Manager

**Answer:**

---

B

## Question 3

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**Question Type:** MultipleChoice

---

Which three Items are components of Communication Manager? (Choose three.)

**Options:**

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- A- endpoints
- B- gateways
- C- sessions

**D-** trunks

**E-** desktops

**Answer:**

---

A, B, D

## Question 4

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**Question Type: MultipleChoice**

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Which component provides audio support in Avaya Aura Call Center Elite?

**Options:**

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**A-** System Manager

**B-** Communication Manager

**C-** Avaya Aura Media Server

**D-** S8300 Server Blade

**Answer:**

---

B

## **Question 5**

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**Question Type: MultipleChoice**

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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<sup>st</sup> 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<sup>st</sup> 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?

**Options:**

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- 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:**

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A

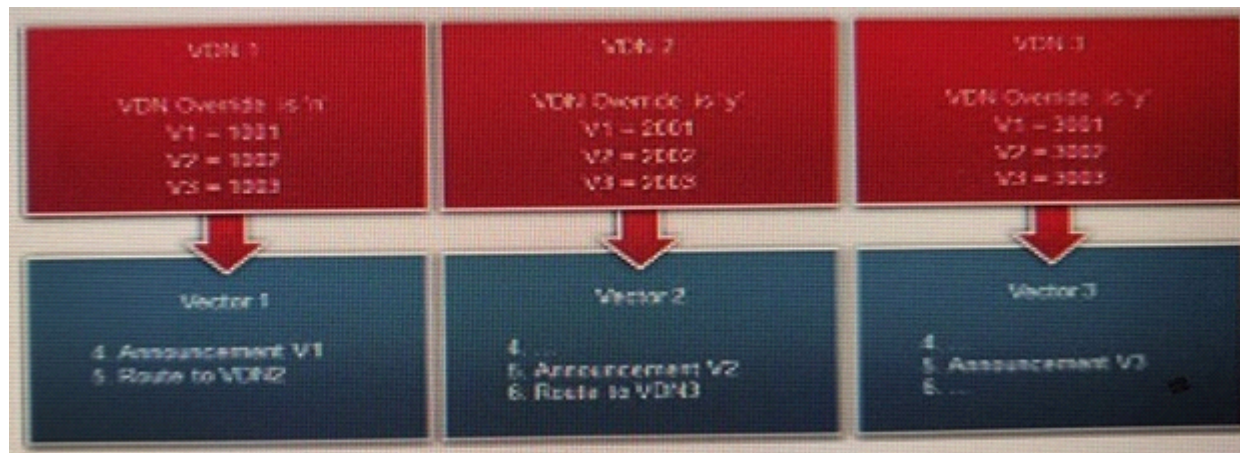
## Question 6

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**Question Type:** MultipleChoice

---

Refer to the exhibit.



The diagram shows three VQNs, with VDN override and VDN variables. The call first arrives into VDN 1 and ends up on VDN 3.

Which announcement is played at step five?

**Options:**

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- A- 3003
- B- 1003
- C- 2002
- D- 1001

**Answer:**

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A

## **Question 7**

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**Question Type:** MultipleChoice

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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?

**Options:**

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- 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:**

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C

## Question 8

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**Question Type: MultipleChoice**

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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?

**Options:**

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- 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:**

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D

## Question 9

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**Question Type:** MultipleChoice

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Which two Vector Variable types are strictly global in scope? (Choose two.)

**Options:**

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- A- ani
- B- value
- C- collect
- D- dow
- E- Stepcnt

**Answer:**

---

A, C

**Explanation:**

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## Question 10

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**Question Type:** MultipleChoice

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Which vector object can replace the Time of Day (TOD) global Vector variable?



**Options:**

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A- Vector Routing Table

B- Business Schedule Table

C- Service Hours Table

D- Policy Routing Table

**Answer:**

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C

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