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## Question 1

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**Question Type: MultipleChoice**

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A customer wants to configure their call center for emergencies.

Which action would you advise the call center supervisor to use to configure an alternate call path In case of a disaster?

### Options:

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- A-** Set a feature access coda that detects a power outage and reroutes calls automatically.
- B-** Set a vector directory number with a collect type variable.
- C-** Set a value variable and change the value assigned using a feature access code.
- D-** Set a trunk group and change the trunk number using a variable.

### Answer:

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A

## Question 2

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**Question Type: MultipleChoice**

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A call center where agents handle customers with account numbers is using Call Center Elite. The call center wants to offer a survey to customers who complete their tasks to determine the level of service they have received.

Which feature would you suggest when the call center offers a survey to the people who have called?

**Options:**

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- A- VDN Return Destination
- B- VDN Interflow
- C- VDN Vectors
- D- VDN Override

**Answer:**

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A

## Question 3

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**Question Type:** MultipleChoice

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You need to troubleshoot your Best Services Routing (BSR) polling vectors to verify that they are operating as intended.

Which command do you use to do this?

**Options:**

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

**Answer:**

---

A

## Question 4

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**Question Type:** MultipleChoice

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Refer to the exhibit.

CALL VECTOR

Number: 1996 Name: Variable 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 set A = B CATL 9432

VARIABLES FOR VECTORS

Var	Description	Type	Scope	Length	Start	Assignment	VAC
A	XYZ	collect			L	4	3
B	ABC	collect		G		5	1 87654

Given existing variable values on the vector step in the exhibit, what will be the resulting value of Variable "A"?

**Options:**

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A- 9432

B- 876549432

C- 3876

D- 87654

**Answer:**

---

B

## Question 5

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**Question Type: MultipleChoice**

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Which property of the SET command makes the command unique when dealing with variables?

**Options:**

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- A- The SET command allows variables to be manipulated using arithmetic and string operators
- B- The SET command allows you to place calls in a particular queue
- C- The SET command allows a group of variables to follow a specific pattern
- D- The SET command reassigns variables to new values during the process of a vector

**Answer:**

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A

## Question 6

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**Question Type:** MultipleChoice

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A customer wants to routinely monitor their vectors for unexpected results. How should they monitor their results?

### Options:

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- A-** Use the display events command in the Communication Manager.
- B-** Use the lint history command in the Communication Manager.
- C-** Use the System Maintenance > Reports > Error Log Report in the Call Management System.
- D-** Use the Exceptions > Reports > Vector Exceptions in the Call Management System.

### Answer:

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A

## Question 7

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**Question Type: MultipleChoice**

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Which operator of the SET command allows you to check number validation in dialed strings using Luhn's algorithm?

**Options:**

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A- MOD10

B- ADD

C- CATR

D- SEL

**Answer:**

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A

## Question 8

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**Question Type: MultipleChoice**

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You need to troubleshoot Best Service Routing (BSR) vectors for multi-site routing to verify that they are operating as Intended.



Which command would you use to do this?

**Options:**

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- A- List trace trunk
- B- Monitor bcms hunt group
- C- List trace vdn
- D- Monitor bcms trunk

**Answer:**

---

C

## Question 9

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**Question Type: MultipleChoice**

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Refer to the exhibit.

**SENDING SWITCH:**

VDN (extension=1080 name="New York Office" vector=80)

Vector 80:

1. wait-time 0 secs hearing ringback
2. goto step 12 if calls-queued in split 1 pri m > 5
3. queue-to split 1 pri m
4. announcement 3580
5. wait-time 6 seconds hearing music
6. route-to number 913035661081 with cov n if unconditionally
7. check split 2 pri m if calls-queued < 5
8. wait-time 6 seconds hearing music
9. announcement 3581
10. wait-time 60 seconds hearing music
11. goto step 6 if unconditionally
12. busy

**RECEIVING SWITCH:**

VDN (extension=1081 Name="Denver Inflow" Vector=81)

Vector 81:

1. wait-time 0 secs hearing ringback
2. goto step 8 if calls-queued in split 3 pri l > 10
3. wait-time 0 seconds hearing music
4. queue-to split 3 pri h
5. announcement 3582
6. wait-time 60 seconds hearing music
7. goto step 6 if unconditionally
8. disconnect after announcement none

You configured vectors in New York and Denver locations to look ahead interflow. You want your New York location to interflow to your Denver location if the Denver split has less than 10 calls in queue. After setting vectors in the exhibit you find that all calls are interflowing to Denver.

What would cause all calls to interflow to Denver?

**Options:**

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- A- The route-to number command in step 6 in New York is allowing all calls to interflow to Denver.
- B- The wait-time command in step 3 on Denver is considered a call acceptance command and allowing all calls to interflow.
- C- The wait-time command step 1 in Denver is considered a call acceptance command and allowing all calls to interflow.
- D- Step 8 in the Denver command should be busy command.

**Answer:**

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A

## Question 10

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**Question Type:** MultipleChoice

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When a customer upgrades from Basic Avaya Call Center to Avaya Aura Call Center Elite, which three features are added? (Choose three.)

**Options:**

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- A- Service Level Maximize
- B- Advocate

**C-** Hunt Group

**D-** Call Management System (CMS)

**E-** Agent Selection (EAS)

**Answer:**

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A, B, E

**Explanation:**

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## Question 11

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**Question Type:** MultipleChoice

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Which form displays the total number of Automatic Call Distribution (ACD) agents that can be logged in simultaneously?

**Options:**

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A- System-Parameters Security

B- Special System Parameters

C- System-Parameters Customer-Options

D- Feature-Related System Parameters

**Answer:**

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C

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