



Free Questions for 7492X by certscare

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Question 1

Question Type: MultipleChoice

Which two statements describe the benefits of the Business Advocate (BA) feature? (Choose two.)

Options:

- A- It enables routing of calls to the agent that is most idle.
- B- It dynamically matches a customer to an optimal agent.
- C- It provides conditional routing of calls to agent queues.
- D- It allows for dynamic reporting of call center activities in custom methods.
- E- It uses advanced algorithms to efficiently route calls to agents.

Answer:

B, E

Explanation:

Reference Avaya Aura Call Center Feature Reference 6.0 page 78

Question 2

Question Type: MultipleChoice

A customer has provided one specific customer toll free number. The customer should have some (but not total) advantage over the typical call to the same skill as other callers.

Which Business Advocate (BA) feature is used to adjust the service level for the customer to this particular skill?

Options:

- A- Reserve Agents
- B- Weighted Advance Time
- C- Dynamic Queue Position
- D- Greatest Need

Answer:

A

Question 3

Question Type: MultipleChoice

Given the following conditions:

In the lousiness Advocate configuration

During call surplus conditions

If calls are waiting when an agent becomes available

The agent's selection method is Percent Allocation

How will the Communication Manager Interpret the highest priority call-.?

Options:

- A- As the highest skill level and the highest ratio of CWT/SO or PWT/SO
- B- As the highest skill level and the longest CW1 or PWI
- C- As the longest CWT or PW I
- D- As the oldest call waiting that best maintains the administered target allocations for all skills

Answer:

A

Question 4

Question Type: MultipleChoice

What are three major benefits of SLM with EAS? (Choose three.)

Options:

- A-** Can incorporate Business Advocate as an additional feature
- B-** Less average delay to answer
- C-** Greater control over providing differentiated service
- D-** Redundant network coverage
- E-** Autopilot capability

Answer:

B, C, D

Question 5

Question Type: MultipleChoice

A customer has SLM In their contact center deployed, but would now like to add the Business Advocate feature to Increase staffing automation, so that the supervisor can spend more time coaching their agents.

Which statement Is true?

Options:

- A-** Business Advocate can exist with FAS enabled.
- B-** SLM can exist without EAS enabled.
- C-** The Business Advocate feature and SI M cannot co-exist on the same system.
- D-** The Business Advocate feature con run on the same system that has SLM configured.

Answer:

C

Explanation:

Question 6

Question Type: MultipleChoice

With consideration to the Avaya Global Support Services troubleshooting methodology, which step is most important when developing a hypothesis for troubleshooting software?

Options:

- A- Implementing corrective actions
- B- Choosing corrective actions
- C- Recognizing the problem
- D- Determining the triggers

Answer:

C

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