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Question 1

Question Type: MultipleChoice

Which two functions do Vector Directory Numbers (VDNs) perform in a call center? (Choose two.)

Options:

- A- VDNs ensure that agents can originate and terminate calls.
- B- VDNs interpret the skills an agent has.
- C- VDNs route calls by pointing to a vector.
- D- VDNs define the call flow through the call center.
- E- VDNs pass parameters to the vector for processing.

Answer:

C, E

Question 2

Question Type: MultipleChoice

To ensure that announcements always start at the beginning when played as part of a vector, which action must be taken?

Options:

- A- Use Analog announcements only
- B- Set the queue field to Yes
- C- Use external announcements
- D- Create forced announcements

Answer:

B

Question 3

Question Type: MultipleChoice

A customer wants the ability to track the call types for Automatic Call Distribution (ACD) calls answered by agents. These call types will be defined by the customer.

Which call center feature can the customer use to track their defined call types?

Options:

A- Least Occupied Agent (LOA)

B- Call Work Codes (CWC)

C- Feature Access Codes (FAC)

D- Redistribution on No Answer (RONA)

Answer:

B

Explanation:

Avaya Aura Call Center Feature Reference 6.0 page 51

Question 4

Question Type: MultipleChoice

With Expert Agent Selection (EAS), when is an agent-loginID associated with a specific extension?

Options:

- A- When the station has Auto Answer enabled
- B- When the telephone extension is configured on the station form
- C- When the agent's login ID is administered in the switch
- D- When the agent logs in at that extension

Answer:

D

Question 5

Question Type: MultipleChoice

In an Expert Agent Selection (EAS) Call Center, the customer wants queued calls to be answered by the agent that has been available the longest. Skill level is not be taken into account when routing the queued calls to an agent.

To meet this requirement, to which type of call distribution method should the hunt group> be configured?

Options:

- A-** Direct Department Calling (DDC)
- B-** Uniform Call Distribution Most Idle Agent (UCD-MIA)
- C-** Uniform Call Distribution-Least Occupied Agent (UCD-LOA)
- D-** Dynamic Agent Selection (DAS)
- E-** Expert Agent Distribution-Most Idle Agent (EAD-MIA)

Answer:

B

Explanation:

Administering Avaya Aura Call Center Features 6.0 page 224

Question 6

Question Type: MultipleChoice

Customers need to use the extension 5004 for announcements in a vector but the vector will not save. To ensure that the resources are configured, what should be done first?

Options:

- A-** Configure an announcement using the extension 5003.
- B-** Configure a dial plan with a 4-digit extension that begins with 5.
- C-** Configure a dial plan with a 4-digit feature access code.
- D-** Record an announcement.

Answer:

D

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