Question 1

Which three server applications can be duplicated to provide a level of redundancy? (Choose three.)

Options:

A- Integrated Data Server

B- Application Management Server

C- License Director Server

D- XML Server

E- Media Director

Answer:

B, C, D

Question 2

A customer wants to routinely monitor their vectors for unexpected results.

How should they monitor their results?

Question 3

Question Type: **MultipleChoice**

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

A- MOD10

B- ADD

C- CATR

D- SEL

Answer:

A

Question 4

Question Type: **MultipleChoice**

Which two vector variable types are strictly global in scope? (Choose two.)

Options:

A- stepcnt

B- dow

C- value

D- ani

E- collect

Answer:

C, E

Question 5

Question Type: MultipleChoice

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 |>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 your New York and Denver locations to use 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 calls are interflowing to Denver.

What would cause calls to interflow to Denver?

Options:

A- The wait-time command in step 3 in Denver is considered a call acceptance command and allowing calls to interflow

B- The wait-time command in step 1 in Denver is considered a call acceptance command and calls to interflow

C- The route-to number command in step 6 in New York is allowing calls to interflow to Denver

D- Step 8 in Denver should be a busy command

Answer:

C

Question 6

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_____

Month  Day Hour Min       Month  Day Hour Min      Description

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:

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:

C

Question 7

Question Type: MultipleChoice

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

Which command do you use to do this?

Options:

A- monitor bcms hunt group

B- list trace trunk

C- monitor bcms trunk

D- list trace vdn

Answer:

D

Question 8

Question Type: **MultipleChoice**

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*:

            1st 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 1st 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*:

1st Skill*: 1

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CALL VECTOR

Number: 1997   Name: High Rollers

01 wait-time   0 secs hearing music

02 queue-to   skill 1st 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:

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:

A