



Free Questions for 7492X

Shared by Fry on 06-06-2022

For More Free Questions and Preparation Resources

[Check the Links on Last Page](#)



Question 1

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 2

Question Type: MultipleChoice

In a multi-site Best Services Routing (BSR) configuration remote locations during an agent surplus condition?

Options:

- A- On the System-parameter customer option form
- B- On the hunt group form
- C- On the BSR Application form
- D- On the Signaling group for BSR application

Answer:

B

Question 3

Question Type: MultipleChoice

To activate and use Best Services Routing (BSR) Available Agent Adjustment, which two must be configured In the Avaya AuraCM Elite Call Center? (Choose two.)

Options:

- A- The BSR Application ID must be set in the VDN form.
- B- Set the Available Agent Adjustments for BSR to y in the System Parameters Feature form.
- C- The Available Agent Adjustments for BSR must be set to YES on System-Parameters Customer Options.
- D- Percent Allocation in the Business Advocate feature must be enabled.

Answer:

C, D

Question 4

Question Type: MultipleChoice

A call enters the system on VDN 3005. The Allow VLAN Override Is set to no on VDN 3005. The caller chooses the option for Spanish which routes the call to VDN 3010, which has Allow VDN Override set to yes. There are no Spanish agents available, so the call is routed VON 3030.

When the caller reaches VDN 3030, what is the active VDN?

Options:

- A- 3005
- B- 3030
- C- 3010
- D- 3020

Answer:

A

Explanation:

<https://www.tek-tips.com/viewthread.cfm?qid=1585546>

Question 5

Question Type: MultipleChoice

A customer has installed SQL to build the databases. The customer believes that they have installed and configured the SQL and databases correctly, but cannot see the databases in the Elite Multichannel Control Panel.

Which three actions should you advise them to take? (Choose three.)

Options:

- A- Check the port numbers
- B- Check that SQL is installed on a separate machine
- C- Check the IP address of the SQL server
- D- Check the installation directory for SQL
- E- Check that TTrace logging is recording errors properly

Answer:

C, D, E

Question 6

Question Type: MultipleChoice

To enable a Best Services Routing (BSR) tie strategy, when the Alternate Selection on BSR Ties determines how BSR chooses which agent. Skill, or location to select, which two administration forms need to be administered? (Choose two.)

Options:

- A- On the Feature Related System Parameters screen verify the BSR Tie Strategy field.
- B- On the VDN form, verify BSR Tie Strategy field.
- C- On the Hunt Group form verify BSR settings.
- D- Verify Suppression Timer Is set correctly In the BSR application plan.

Answer:

A, B

Question 7

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 8

Question Type: MultipleChoice

A customer uses the quick installer to install the core applications for their Call Center Elite Multichannel system.

Which three core server applications require manual configuration during the installation process? (Choose three.)

Options:

- A- Media Director
- B- Call Routing Server
- C- Interaction Data Server
- D- Web Chat for IIS
- E- Email Media Store



Answer:

A, B, C

To Get Premium Files for 7492X Visit

<https://www.p2pexams.com/products/7492x>

For More Free Questions Visit

<https://www.p2pexams.com/avaya/pdf/7492x>

20%
DISCOUNT

P2P
exams