



Free Questions for 7392X by vceexamstest

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Question 1

Question Type: MultipleChoice

Direct Agent calls are not getting counted correctly In the Call Management System (CMS). What must be administered so that Direct Agent calls are measured properly?

Options:

- A- Class of Restriction (COR)
- B- Class of Service (COS)
- C- skill-level
- D- ead-mla

Answer:

A

Question 2

Question Type: MultipleChoice

A call center has agents skilled in sales of product X. You want them to be able to wrap up calls after they complete a sales call.

To allow this agent to wrap up a call, which parameter should be adjusted?

Options:

- A- Assigned Skill on the Hunt Group form
- B- Call Handling Preference on the Hunt Group form
- C- Timed ACW field on the VDN or Hunt Group form
- D- Direct Agent Call First on the Agent Handling form

Answer:

B

Question 3

Question Type: MultipleChoice

What is an abbreviated dialing list that is defined for the entire organization?

Options:

- A- Entire
- B- Personal
- C- System
- D- Group

Answer:

B

Question 4

Question Type: MultipleChoice

Which statement describes the purpose and function of a hunt group?

Options:

- A- It Is a group of agents that all have- the ability to answer specific calls.

- B-** It Is a group of VDNs that receive calls and pass to a vector.
- C-** It is a group of extensions that receive calls to a specific telephone number.
- D-** It Is a group of skills that an agent has to manage specific calls.

Answer:

A

Question 5

Question Type: MultipleChoice

What are the four mandatory and optional parameters in a Vector Directory Number (VDN) configuration? (Choose four.)

Options:

- A-** Vector
- B-** Measured Format
- C-** Agent Login
- D-** Skill Preferences

E- Extension

F- Hunt Group

Answer:

A, B, D, E

Question 6

Question Type: MultipleChoice

Which option describes a feature access code?

Options:

A- any group of 1 to 4 digits which can include asterisk (*) and pound (#) signs at the beginning

B- any group of 1 to 6 digits

C- any group of 1 to 4 digits where an *(asterisk) can appear anywhere

D- any group of digits and asterisks (*) or pound signs (#)

Answer:

B

Question 7

Question Type: MultipleChoice

If an agent has the skills to handle one call:

Call 1, with priority 3 that is queued for 10 minutes with skill level 5
Call 2, with priority 3 that is queued for 15 minutes with skill level 10
Call 3, with priority 5 that is queued for 15 minutes with skill level 15
Call 4, with priority 1 that is queued for 15 minutes with skill level 15.

Under the skill level handling preference, which of the calls will the agent handle first?

Options:

A- Call 1

B- Call 2

C- Call 3

D- Call 4

Answer:

A

Question 8

Question Type: MultipleChoice

Which three- Vector Directory Number (VON) parameters are associated with the active VDN? (Choose three.)

Options:

A- VDN Skill

B- Class of Services (COS) .

C- Tenant Number (TN)

D- Best Services Routing (BSR) Application

E- Measured

Answer:

A, C, D

Question 9

Question Type: MultipleChoice

Which three items are needed to properly configure a hunt group in an Expert Agent Selection Call center? (Choose three.)

Options:

- A- The call distribution method
- B- The group extension
- C- Vector Directory Number (VDN)
- D- The class of Restriction (COR)
- E- The trunk group number

Answer:

A, B, D

Question 10

Question Type: MultipleChoice

In the call center, to prevent an agent from dialing "off-net" to particular number-;, which action should you take?

Options:

- A-** Create a class of service (COS) for the dialing features.
- B-** Create a class of restriction (COR) for calling privileges.
- C-** Create a class of restriction (COR) for the feature access code.
- D-** Create a class of service (COS) for a collection of feature access codes.

Answer:

D

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