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Exam : **7492X**

Title : Avaya Aura Call Center Elite
Support Exam

Vendor : Avaya

Version : DEMO

NO.1 While a Look-Ahead Interflow attempt is being made, which feedback is the caller receiving?

- A. The caller always hears ringback.
- B. The caller always hears silence.
- C. The caller hears the feedback that is provided by the sending switch.
- D. The caller hears the feedback that is provided by the receiving switch.

Answer: C

NO.2 A customer is using Windows Server 2008 to run their Call Center Elite Multichannel server software.

Which requirement do they need to configure to install the server software?

- A. IIS only
- B. Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.5.1
- C. Microsoft .NET Framework 3.5, Microsoft .NET Framework 4.5.1, and IIS
- D. Windows Firewall Service, Microsoft .NET Framework 4.5.1, and IIS

Answer: B

NO.3 A customer wants to evaluate Call Center Elite/Communication Manager system performance to observe usage trends and recommend updates or corrective actions.

Which object should the customer check to evaluate the system performance?

- A. Trace files
- B. Traffic reports
- C. Log files
- D. System files

Answer: B

NO.4 A customer wants to reduce costs in their contact center. They choose to employ Network Call Redirection (NCR) to eliminate as much private network cost as possible. The call center is using Best Services Routing (BSR) to distribute calls to multiple centers.

Which command in the vector would invoke NCR using BSR?

- A. reply-best
- B. queue-to best
- C. route-t number 11292414
- D. route-to number 112920414

Answer: B

NO.5 What are the three consideration requirements for the deployment of Network Call Deflection? (Choose

- A. The second leg of the call is set up by the redirecting Communication Manager.
- B. Network Call Deflection is only available in Europe and must be compliant with ETSI Supplementary Service Network Call Deflection.
- C. Announcement, collect digits, converse-on, wait for hearing music, wait for the hearing announcement, ringback, or silence cannot be used for NCD.
- D. A route-to number r 13035485103 must be used in vector step processing and Net Redir=yin

theBSR Application plan.

E. NCD by the PSTN can occur only if the incoming call to the Avaya AuraCommunication Manager is not answered.

Answer: A,D,E

NO.6 When a customer generates a TTrace log file there are specified components in each line item of the log file.

Which data do these components include?

A. The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the user on the system

B. The log file includes the date, the time, the name of the processes, the system where the process is running, and the process ID

C. The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the agent handling contacts

D. The log file includes the name of the processes, the system where the process is running, and the process ID

Answer: D

NO.7 A customer with multiple locations wants to effectively balance the call load among agents at the various sites.

Which call center feature can provide this capability?

A. Best Service Routing (BSR)

B. Least Occupied Agent (LOA)

C. Network Call Redirection (NCR)

D. Business Advocate (BA)

Answer: A

NO.8 Best Services Routing (BSR) determines the best resource to service a call by examining which three variables? (Choose three.)

A. Oldest call waiting

B. Selection strategy for the active VDN

C. Agent Average Speed of Answer

D. Availability of the agents

E. Estimated Wait Time (EWT)

Answer: A,C,E