TESTPASSPORT

練 習 問 題



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1年間無料アップデート

Exam : **7392X**

Title : Avaya Aura® Call Center Elite Implementation Exam

Version : DEMO

1.Which type of virtual routing allows calls among call centers to achieve improved Automatic Call Distribution (ACD) load-balance by comparing sites?
A. Adjunct Routing
B. Network Call Redirection
C. Network Call Transfer
D. Look-Ahead Interflow
Answer: D

2.For a Split Day report, how many days of historical data are shown in the Basic Call management System (BCMS)?
A. 5
B. 1
C. 2
D. 3
E. 7
Answer: E

3.A customer has the Elite Call Center package and wants Basic Call Management System (BCMS) for reports.
Which statement is true about this scenario?
A. BCMS has all the functions Call Management System (CMS) supports but with less capacity.
B. BCMS generates Split Reports and not Skills Reports.
C. BCMS does not support all Call Center Elite features.
D. BCMS is only offered for customers with a Basic Call Center package.
Answer: C

4.What provides built-in real-time and historical reporting capabilities for the call center, including reports for Splits/Skills, Agents, Vector Directory Numbers (VDNs) and Trunk Groups?
A. Automatic Number Identification (ANI)
B. Basic Call Management System (BCMS)
C. VuStats
D. Service Level Maximizer (SLM)
Answer: B

5.Which two benefits to a Call Center does the Call Vectoring feature provide? (Choose two.)
A. the customized handling of incoming calls via programmed commands
B. the ability for supervisors to monitor an agent’s Automatic Call Distribution (ACD) calls
C. the ability for an agent to answer multiple Automatic Call Distribution (ACD) calls
D. the conditional call treatment or routing based on parameters such as time of day, day of week, holidays, etc.
E. the ability to change the skills assigned to an agent
Answer: A,D