

QUESTIONS & ANSWERS

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Avaya

7391X

*Avaya Aura Call Center Elite and Call Center Elite
Multichannel Implement*

<https://killexams.com/pass4sure/exam-detail/7391X>



QUESTION: 61

With Expert Agent Selection (EAS), when is an agent's internal login ID associated with a specific telephone?

- A. when the agent's login ID is administered in the switch
- B. when the agent logs in at that telephone
- C. when the telephone extension is configured on the station form
- D. when the station has Auto Answer enabled

Answer: B

QUESTION: 62

Which three components make up the Elite Multichannel Interaction Data Service suite? (Choose three.)

- A. Virtual Agent
- B. View
- C. XML Server
- D. Multimedia
- E. Voice and Presence

Answer: B, D, E

Explanation:

The Interaction Data Service is the suite name for three Call Center Elite Multichannel products: 1 Interaction Data Server - Voice and Presence 1 Interaction Data Server - Multimedia, and 1 Interaction Data Server - View

QUESTION: 63

A customer with Avaya Aura® Call Center Elite Multichannel is ready to Install and configure Elite Multichannel Reporting. Which step must be performed first?

- A. Create the ASContact database.
- B. Configure Media Director for reporting services.
- C. Configure Microsoft SQL reporting services.
- D. Deploy Application Management services.

Answer: C

QUESTION: 64

The IP services that form on Communication Manager are configured to integrate with which components?

- A. Application Enablement Service with CTI
- B. Avaya Aura® Media Server with media files
- C. Multichannel Agent Desktop with plugins
- D. XML Server and the multimedia database

Answer: A

QUESTION: 65

A customer wants the ability to track the call types for Automatic Call Distribution (ACD) calls answered by agents. These call types will be defined by the customer. Which call center feature can the customer use to track their defined call types?

- A. Feature Access Codes (FAC)
- B. Least Occupied Agent (LOA)
- C. Call Work Codes (CWC)
- D. Redirection on No Answer (RONA)
- E. Multiple Call Handling (MCH)

Answer: C

QUESTION: 66

A supervisor with console permission can enter an agent's login ID, and add or remove an agent's skill via Feature Access Code (FAC). Agents can also dial FAC to add or remove a skill. Which statement is true about the configuration of this feature?

- A. The supervisors class of services (COS) must have the field "Add/Remove Agent Skills" set to y.
- B. The agent's COS must have the field "Add/remove Agent Skills" set to y.
- C. The supervisor's class of restriction (COR) must have the field "Can Force a Work

State Change" set to y.

D. The supervisors COS must have the field "Can Force a Work State Change" set to y.

E. The supervisors COR must have the field "Add/Remove Agent Skills" set to y.

Answer: E

QUESTION: 67

A user has licenses for 50 agents in their Avaya Aura® Call Center Elite Multichannel application. At a particular time, 30 agents are logged in.

When a new agent logs into a Multichannel Agent Desktop, what can occur?

A. Call Center Elite Multichannel application displays an error message because the number of licensed agents has exceeded the maximum number allowed

B. Call Center Elite Multichannel application displays no error message because the maximum number of licensed concurrent agents is not logged in

C. Call Center Elite Multichannel application displays an error message because the new agent isn't known in the system

D. Call Center Elite Multichannel application displays an error message because the number of licensed agents is not the same as the number that are logged in

Answer: B

QUESTION: 68

A call center has eight agents. All of the agents are fluent in English, but four can also speak French. To enable French speaking callers to talk to the appropriate agents, which Call Center Elite feature allows you to maximize the staffing resources?

A. Multicast Routing

B. Communication Manager

C. Call Redirection

D. Expert Agent Distribution

Answer: B

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