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Avaya Aura Call Center Elite Implementation Exam

Questions & Answers PDF

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Question: 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 Transfer
- C. Look-Ahead Interflow
- D. Network Call Redirection

Answer: C

Explanation:

Reference <https://downloads.avaya.com/css/P8/documents/100081980> (page 28)

Question: 2

For a split Day report, how many days of historical data show in the Basic Call management System (BCMS)?

- A. 5
- B. 1
- C. 2
- D. 3
- E. 7

Answer: E

Question: 3

A customer has the Elite Call Center package and wants Basic Call Management System (RCMS) 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

Question: 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

Question: 5

Which two benefits to a Call Center does the Call Vectoring feature provide? (Choose two.)

- A. The ability to change the skills assigned to an agent
- B. The conditional call treatment or routing based on parameters such as time of day, day of holidays, etc.
- C. The ability for an agent to answer multiple Automatic Call Distribution (ACD) calls
- D. The ability for supervisors to monitor an agent's ACD calls
- E. The customized handling of incoming calls via programmed commands

Answer: B,E

Explanation:

Reference:

Avaya Aura™ Call Center 6.0 Overview Page 20

Question: 6

Which scope is defined by the time-of-day (TOD) variable?

- A. Collect Scope Variable
- B. Global Scope Variable
- C. Local Scope Variable
- D. Persistent Scope Variable

Answer: B



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