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Avaya Aura Call Center Elite Implementation

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QUESTION: 55

What are three capabilities of Avaya Aura®Media Server? (Choose three)

- A. High Availability
- B. TDM Interfaces for digital and analog stations and trunks
- C. Virtualization
- D. Can be shared with multiple CM's
- E. Has the capacity of up to 1000 AAMS

Answer: A, B, C

QUESTION: 56

Which component handles the featured of Avaya Aura® Call Center Elite?

- A. Presence Services
- B. Media Server
- C. Session Manager
- D. Communication Manager

Answer: B

QUESTION: 57

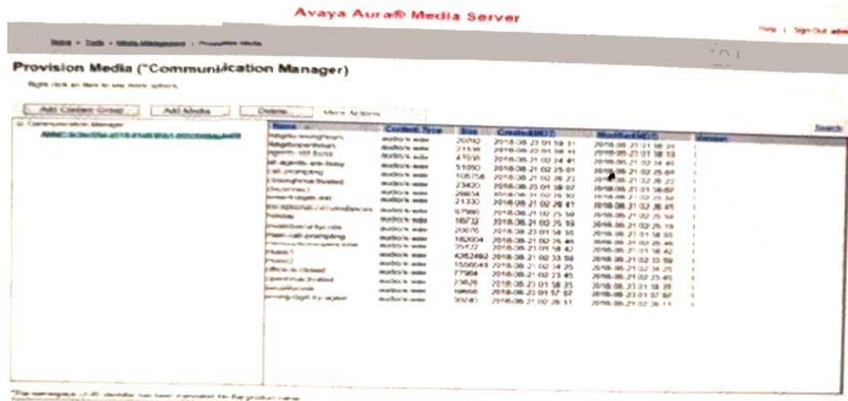
What provides built-in real-time and historical reporting capabilities for the call center, including, reports for Splits/Skills, Agents, Vector Directory Numbers (VDNs) and trunk Groups?

- A. Automatic Number Identification (ANI)
- B. Basic Call Management System (BCMS)
- C. VuStats
- D. Service Level Maximizer(SLM)

Answer: B

QUESTION: 58

Refer to the Exhibit.



The diagram shows the contentnamespace UUID(ANNC-9C2ec05e-a518-41e8-95b1-0050569dec68) on the Avaya Aura® Media Server for placement of announcements and music wave files. Which two Communication Manager (CM) commands are used to verify the files have been placed correctly? (Choose two)

- A. change media—gateway 1
- B. list announcement
- C. status media-server 1
- D. change media—server1
- E. display media-server1

Answer: C, D

QUESTION: 59

Which option describes a feature access code?

- 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: 60

A supervisor wants their agents to automatically log out at a specific time. Which two administration forms are used to configure this functionality? (Choose two)

- A. Station Form
- B. Agent LoginID Form
- C. Hunt Group Form

D. Feature-Related System-Parameters Form

Answer: A, B

QUESTION: 61

In an Expert Agent Selection (EAS) Call Center, the customer wants queued calls to be answered by the agent that has been available the longest. Skill level is not be taken into account when routing the queued calls to an agent. To meet this requirement, to which type of call distribution method should the hunt group> be configured?

- A. Direct Department Calling (DDC)
- B. Uniform Call Distribution Most Idle Agent (UCD-MIA)
- C. Uniform Call Distribution-Least Occupied Agent (UCD-LOA)
- D. Dynamic Agent Selection (DAS)
- E. Expert Agent Distribution-Most Idle Agent (EAD-MIA)

Answer: B

QUESTION: 62

Which component provides audio support in Avaya Aura® Call Center Elite?

- A. System Manager
- B. Communication Manager
- C. Avaya Aura® Media Server
- D. S8300 Server Blade

Answer: B

QUESTION: 63

Which three features on the Vector Directory Number (VDN) form are only Call Center Elite feature related? (Choose three)

- A. Best Service Routing (BSR) Application
- B. VDIM Variables
- C. Meet-me Conferencing
- D. Attendant Vectoring
- E. Skill Preferences (1st, 2nd, 3rd Skills)

Answer: A, B, C

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