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# 3304-1

## Avaya

### *Avaya Call Center Elite Implementation and Maintenance Exam*

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**QUESTION: 1**

Which two statements describe the benefits of the Business Advocate (BA) feature?  
(Choose two.)

- A. It enables routing of calls to the agent that is most idle.
- B. It dynamically matches a customer to an optimal agent.
- C. It provides conditional routing of calls to agent queues.
- D. It allows for dynamic reporting of call center activities in custom methods.
- E. It uses advanced algorithms to efficiently route calls to agents.

**Answer:** B, E

**Explanation:**

Reference Avaya Aura™ Call Center Feature Reference 6.0 page 78

**QUESTION: 2**

What are three added features when you upgrade from Basic Avaya Call Center to Avaya Call Center Elite? (Choose three.)

- A. Service Level Maximize
- B. Advocate
- C. Hunt Group
- D. Call Management System (CMS)
- E. Agent Selection (EAS)

**Answer:** A, B, E

**Reference:**

Avaya Aura™ Call Center Feature Reference 6.0 Page 358  
Programming Call Vectors in Avaya Aura™ Call Center 6.0 Page 205

**QUESTION: 3**

A supervisor wants to ensure that a specified group of agents log out at a specified time during the work week. How can this be accomplished?

- A. with After Call Work (ACW) Agent Considered Idle
- B. with Forced Agent Logout Time
- C. with Interruptible Aux Notification Timer (sec)
- D. with Maximum Time Agent in ACW before logout (sec)

**Answer:** B

**Reference:**

Administering Avaya Aura™ Call Center Features 6.0 page 11

**QUESTION: 4**

A customer has Business Advocate (BA) features turned on. Which technique can be used to protect the predetermined level of service to a valued skill, if volumes or agent staffing levels change abruptly?

- A. queue priority levels
- B. reserve agents
- C. skill preference levels
- D. percent allocation

**Answer: D**

**QUESTION: 5**

A call center operations manager wants agents to manually enter a code to identify the reason for being in auxiliary (AUX) work status. Which feature must be activated on the system-parameters custom-options to allow this?

- A. Call Work Codes
- B. Authorization Codes
- C. Reason Codes
- D. AUX State Codes

**Answer: C**

**Reference:**

Avaya Aura™ Call Center 6.0 Overview Page 26

**QUESTION: 6**

Which three statements about circular hunt groups are true? (Choose three)

- A. The next call to the hunt group is offered to the next station in the members list in a round robin fashion, starting with the first administered station.
- B. The call distribution is dependent of how long stations have been idle.
- C. The call distribution is independent of how long stations have been idle.
- D. The next call to the hunt group will be routed to the next agent (station) if the previous agent did not answer the last call.
- E. The next call to the hunt-group will be routed to the same agent (station) if that agent did not answer the last call.

**Answer:** A, C, D

**QUESTION: 7**

A supervisor would like to have their agents automatically log out at a specific time. Which administration form is used to configure this functionality?

- A. Hunt Group Form
- B. Agent LoginID Form
- C. Feature-Related System-Parameters Form
- D. Station Form

**Answer:** B

**Reference:**

Administering Avaya Aura™ Call Center Features 6.0 Page 11

**QUESTION: 8**

While configuring the Service Observing feature, which three forms should be configured and/or verified?

- A. System Parameters
- B. Class of Service
- C. Feature-Related System Parameters
- D. Class of restriction
- E. Station

**Answer:** C, D, E

**Reference:**

Administering Avaya Aura™ Call Center Features 6.0 page 141

**QUESTION: 9**

Which three monitor commands are available with Basic Call Management System (BCMS)? (Choose three)

- A. Monitor bcms agent
- B. Monitor bcms skill
- C. Monitor bcms split
- D. Monitor bcms system
- E. Monitor bcms vector

**Answer:** B, C, D

**Explanation:**

Reference 07-300061 page 43

**QUESTION: 10**

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

- A. VvStats
- B. Service level maximize (SLM)
- C. Basic Call management System (BCMS)
- D. Automated Number Identification (ANI)

**Answer:** C

**Explanation:**

Reference Avaya Aura™Call Center 6.0 Overview page 19

**QUESTION: 11**

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 feature can the customer use to track their defined call types?

- A. Least Occupied Agent (LOA)
- B. Call Work Codes (CWC)
- C. Feature Access Codes (FAC)
- D. Redistribution on No Answer (RONA)

**Answer:** B

**Reference:**

Avaya Aura™Call Center Feature Reference 6.0 page 51

**QUESTION: 12**

You are implementing a new contact center and gathering all information for the new agents. The Communication manager (CM) Agent Login ID form is populated from information gathered on the Agent Skills Worksheet. Which three items are included on this worksheet? (Choose three)



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