Avaya

Exam 7491X

Avaya Aura Call Center Elite and Call Center Elite Multichannel Support Exam

Version: 7.0

[Total Questions: 65]

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Question No : 57

A company using Avaya Aura® Call Center Elite is experiencing problems configuring vectors. The vector is not routing calls to a particular queue. Vectors are routing calls to other configured queues correctly.

As a part of a good Global Support Services (GSS) methodology, what should the company do next?

A. Take corrective action for the vector configuration, by reviewing the current situation and modifying it until the vector queues calls properly
B. Reduce or eliminate the business impact of the vector by testing the vectors
C. Identify components where the queue is configured, including the switch, the communication manager, and the programming of the vector, and formulate a hypothesis for testing
D. Determine the frequency and severity of the issue where the vector does not route calls properly

Answer: C

Question No : 58

Which two commands will assess the behavior of a command that is used to route calls? (Choose two.)

A. list trace VDN
B. list trace vector
C. display events
D. list trace station

Answer: B,D

Question No : 59

A customer has a problem with the Call Center Elite Multichannel Media Store. They cannot connect to a database and access the media store.

What would be helpful to narrow the fault domain?

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A. The customer should ensure that the core services are running and that the software is installed

B. The customer should ensure that the software is installed

C. The customer should ensure that the database software is installed

D. The customer should ensure that the services are running

Answer: A

Question No : 60

Installing WebLM requires that steps should be performed in a particular order.

Which order should you use to install and configure WebLM on your Call Center Elite Multichannel Server?

A. It does not matter what order you install the applications in, as long as WebLM is at the end

B. Install Java, set JAVA_HOME environment variable, install Tomcat, and set the PATH environment variable

C. Install WebLM, install Tomcat, set JAVA_HOME and PATH environment variables

D. Install Tomcat, install Java, install WebLM, and then configure the PATH, JAVA_HOME environment variables

Answer: C

Question No : 61

If your software is not working, what is the best practice to determine how to fix the concern?

A. Use the nine disciplines associated with troubleshooting to identify and describe the problem

B. Do a root cause analysis and gather information to solve the problem to prevent future issues

C. The ability to get the software running immediately will solve all business needs

D. Monitor logs and alerts for information for a few months to determine the problem

Answer: D

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Question No : 62

Best Service Routing (BSR) allows adjusting the idle time of agents when determining agent selection. You are considering the step adjustment set to 20 for a given location.

Which statement about agent adjustments for the considered location step is true?

A. The agent's idle time is adjusted up by 20%, unless the idle time is greater than 100 seconds at which point is adjusted up by 20 seconds
B. The agent's idle time is decreased by 20 seconds, unless the idle time is greater than 100 seconds at which point it is decreased by 20%
C. The agent's idle time is always adjusted down by 20 seconds
D. The agent's idle time is always adjusted up by 20 seconds

Answer: C

Question No : 63

A Call Center Elite installation handles approximately 50 calls per hour using 30 agents. You want to expand the Elite installation to double the capacity of calls with 20 agents in another city.

Which type of installation should you use when installing a remote Call Center Elite instance?

A. Use quick installation of all components
B. Use manual installation of all components
C. Use manual installation of a few components
D. It does not matter which installation method you choose

Answer: C

Question No : 64

Which two vector variable types are strictly global in scope? (Choose two.)

A. stepcnt

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B. dow

C. value

D. ani

E. collect

Answer: C,E

Question No : 65

How should you track problems in a Call Center Elite installation?

A. Use the error command in Communication Manager

B. Use the trace command in Communication Manager

C. Use the log file at C:/Windows/Desktop

D. Use the log file at C:/Windows

Answer: B

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