

## **Avaya**

#### **7491X Exam**

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

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### Version: 8.0

Question: 1	
Which of the following is important when considering regular call center	r operations?
A. A backup strategy for the call center databases B. An analysis of the software you choose to create the call center databases C. A decision for how much room to create for the call center databases D. A restore strategy for the information in the call center databases	
	Answer: A
Question: 2	
You need to troubleshoot your Best Service Routing (BSR) polling veroperating as intended. Which command do you use to do this?	ectors to verify that they are
A. monitor bcms hunt group B. list trace trunk C. monitor bcms trunk D. list trace vdn	
	Answer: D
Question: 3	
To improve call handling and agent productivity you set up a vector us check if the remote site can accept a call and has an agent available. You that are at the top two positions queue.  Which command would be entered in the vector to accomplish this?	_
A. route-to number 9581234 with cov y if interflow-qpos=2 B. route-to number 9581234 with cov n if interflow-qpos<=2 C. route-to number 9581234 with cov n if interflow-qpos<2 D. route-to number 9581234 with cov y if interflow-qpos>=2	
	Answer: D
Question: 6	
Which two vector variable types are strictly global in scope? (Choose tw	vo.)
- vvinch two vector variable types are strictly grobal ill scope: (CHOOSE LW	10.1

A. stepcnt B. dow C. value D. ani E. collect	
	Answer: C,E
Question: 7	
You need to troubleshoot Best Service Routing (BSR) vectors for multi-s are operating as intended. Which command would you use to do this?	ite routing to verify that they
A. list trace stations B. list trace vector C. list trace trunk D. list trace trac	
, C3.	Answer: D
Question: 8	
A call center where agents handles customers with account numbers i call center wants to offer a survey to customers who complete their ta service they have received.  What feature would you suggest the call center offers a survey to the pe	sks to determine the level of
A. VDN Return Destination B. VDN Interflow C. VDN Override D. VDN Vectors	
•	Angwar: A

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