



Vendor: Avaya

Exam Code: 3304

Exam Name: Avaya Aura Call Center Elite Implementation and Maintenance Exam

Version: DEMO

QUESTION NO: 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

QUESTION NO: 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

QUESTION NO: 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

QUESTION NO: 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 NO: 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

QUESTION NO: 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 NO: 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

QUESTION NO: 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

QUESTION NO: 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

QUESTION NO: 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

QUESTION NO: 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

QUESTION NO: 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)

- A. Call handling preference
- B. Login ID
- C. Skill preferences
- D. Skill level
- E. Class of service (COS)

Answer: A,B,D

QUESTION NO: 13

Which vector object can replace the Time of Day (TOD) global Vector Variable?

- A. Business Schedule Table
- B. Vector Routing Table
- C. Service Hours Table
- D. Policy Routing Table

Answer: C

QUESTION NO: 14

The first administered extensions in the hunt-group screen is usually serving a call, and is often referred to as 'hot seat'.

What is the name of this call distribution method?

- A. circ
- B. ead-mia
- C. ucd-loa
- D. ddc

Answer: D

QUESTION NO: 15

A customer has Elite Call Center package and wants Basic Call Management System (BCMS) 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 NO: 16

Improve call handling and agent productivity you set up a vector using Look Ahead Interflow to check id site can accept a call and has an agent available. You only want to Interflow calls that are at the top two positions of the 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: B

QUESTION NO: 17

A situation has come up where it is necessary to have more than one service observer active against a Vector Directory Number (VDN).

Which two parameters are necessary to make that happen? (Choose two.)

- A. Allow Two Observers in Same Call
- B. Service Observing /SSC Allowed with Exclusion
- C. Service Level Maximizer
- D. serviceobserving(VDN

Answer: A

QUESTION NO: 18

A customer wants to routinely monitor their vectors for unexpected results.

How would they monitor their results?

- A. In the Communication Manage (CM), use the list history command.
- B. In the CM, use the display events command.
- C. In Call Management System (CMS), use the System Maintenance > Reports > Error Log Report
- D. In CMS, use the Exceptions > Reports > Vector Exceptions.

Answer: B

QUESTION NO: 19

While configuring a vector using the best Service Routing feature, the installer was not able to use the consider location command.

Why did the installer encounter this feature?

- A.** The Best Service Routing feature was not enabled on the Feature-Related System Parameters form.
- B.** Look Ahead Interflow (LAI) was not enabled on the System-Parameters Customer Options form
- C.** Expert Agent Selection (EAS) was not enabled on the Feature-Related System Parameters form.
- D.** Preference Handling Distribution (FAS-PHD) was not enabled on the System-Parameters Customer-Options form.

Answer: B

QUESTION NO: 20

Which two Vector Directory Number (VDN) parameters are associated with the active VDN?

(Choose two)

- A.** Class of Restriction (COR)
- B.** Tenant Number (TN)
- C.** Class of Services (COS)
- D.** Measured
- E.** VDN Skill

Answer: B,E