

Avaya Aura Call Center Elite Implementation Exam

Avaya 7392X

Version Demo

Total Demo Questions: 9

Total Premium Questions: 95

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QUESTION NO: 1

Which scope is defined by the time-of-day (TOD) variable?

- A. Collect Scope Variable
- B. Global Scope Variable
- C. Local Scope Variable
- D. Persistent Scope Variable

ANSWER: B

Explanation:

The time-of-day (TOD) variable is a **Global Scope Variable**. In Avaya Aura Call Center Elite vectoring, a global variable has system-wide availability: it is not limited to a single vector invocation or to digit collection processing. The TOD value represents the current system time and is maintained by Communication Manager, allowing vectors to apply the same time-based logic wherever that value is referenced. This makes it appropriate for routing decisions that depend on operating hours, such as selecting normal-business-hours, after-hours, weekend, or holiday treatment. Because the value is globally available, a vector can use the TOD variable in conditional processing without needing to create, initialize, or pass a separate local value for the current time. The variable's scope therefore supports consistent time-based call treatment across the call center's vectors and routing design. For the applicable Avaya product documentation and feature-reference material, see the [Avaya Documentation Portal](#) and the [Avaya Support site](#).

QUESTION NO: 2

Which two Vector Variable types are strictly global in scope? (Choose two.)

- A. ani
- B. value
- C. collect
- D. dow
- E. Stepcnt

ANSWER: A C

Explanation:

The strictly global vector variable types are **ani** and **collect**. A global-scope vector variable has a value that is maintained independently of an individual call and can therefore be used across vector processing as defined by Communication Manager vectoring administration. The **ani** variable represents the calling party's automatic number identification information, making it available as call-associated data for vector decisions and routing treatment. The **collect** variable is used with collected caller digits, allowing vector logic to retain and evaluate information gathered through call prompting and digit collection. These variables are classified as global in the Vector Variable Types documentation; that classification determines their scope and how they can be referenced in vector programming. Correctly recognizing globally scoped variables is important when building vectors that use caller identity or collected input to make consistent routing, treatment, and reporting-related decisions. See Avaya's [Documentation portal](#) for Communication Manager and Call Center documentation, including the Vectoring and Call Vector programming references, and the [Avaya Support site](#) for product documentation and releases.

QUESTION NO: 3

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: C

Explanation:

Avaya Aura® Media Server provides the media resources required for audio support in an Avaya Aura® Call Center Elite environment. It is the component that supplies and processes the audio streams used by contact-center applications, including the playing of announcements, prompts, and other treatment audio to callers. This separates media handling from the call-control and routing functions, allowing the contact center to deliver audio-based customer treatments while Communication Manager manages calls and Call Center Elite applies contact-center logic. In a typical deployment, the Media Server is integrated with the Avaya Aura platform so applications can request the media capabilities needed during a customer interaction. Its role is therefore specifically associated with the audio/media portion of the solution, making it the appropriate component for this requirement. Avaya's Call Center Elite product information describes the solution as part of the Avaya Aura architecture, while Avaya documentation resources provide the deployment and integration guidance for its associated media services. See [Avaya Aura Call Center Elite](#) and [Avaya Documentation](#).

QUESTION NO: 4

When an agent logs in to an eligible station in an Expert Agent Selection (EAS) environment, which two results occur? (Choose two.)

- A. Communication Manager associates the agent login ID with the station extension.
- B. The agent can receive calls for assigned skills when in an available work mode.
- C. The station is permanently assigned the agent's skills.
- D. The agent automatically becomes a member of every hunt group.
- E. The agent login ID is converted into a Vector Directory Number.

ANSWER: A B

Explanation:

When the agent logs in, **Communication Manager associates the agent login ID with the station extension**. This establishes the active relationship between the agent identity and the physical or virtual endpoint being used for the session.

The agent's assigned skills also become available for call delivery at that station, so **the agent can receive calls for assigned skills when in an available work mode**. Logging in does not permanently change station administration or transfer ownership of a hunt group to the agent. Refer to the [Avaya Aura Call Center Elite support page](#) and the [Avaya Documentation portal](#) for EAS documentation.

QUESTION NO: 5

A call center has agents skilled in sales of product X. You want them to be able to wrap up calls after they complete a sales call.

To allow this agent to wrap up a call, which parameter should be adjusted?

- A. Assigned Skill on the Hunt Group form

- B. Call Handling Preference on the Hunt Group form
- C. Timed ACW field on the VDN or Hunt Group form
- D. Direct Agent Call First on the Agent Handling form

ANSWER: C

Explanation:

Timed ACW field on the VDN or Hunt Group form is correct because After Call Work (ACW) is the Communication Manager capability that places an agent into an ACW/wrap-up state after completing an ACD call. This gives the sales agent time to perform post-call tasks such as recording the sale, entering customer details, arranging follow-up activity, or completing required notes before becoming available for another ACD call.

Timed ACW is administered in the call-routing context, using the applicable Hunt Group/skill or VDN configuration. The setting determines that ACW is applied and controls the timed wrap-up treatment associated with calls delivered through that routing point. The agent is therefore moved to ACW automatically at call completion for the configured duration, rather than immediately being considered available for another queued sales call. This is particularly appropriate when agents assigned to the product-X sales skill need a predictable post-call processing interval.

For current official product documentation and administration resources, consult the [Avaya Documentation portal](#) and the [Avaya Support portal](#). These resources provide the Communication Manager feature and administration references covering ACD, hunt groups, VDNs, and After Call Work behavior.

QUESTION NO: 6

Which two statements about agent login IDs in an Expert Agent Selection (EAS) environment are true? (Choose two.)

- A. An agent login ID is associated with a station when the agent logs in.
- B. Skills are assigned to the agent login ID.
- C. An agent login ID can be active at multiple stations simultaneously.
- D. Skills are permanently assigned to the station extension.
- E. An agent must be assigned a separate login ID for each skill.

ANSWER: A B

Explanation:

An EAS agent login ID represents the agent rather than a permanently assigned telephone. **An agent login ID is associated with a station when the agent logs in**, allowing Communication Manager to deliver eligible skill calls to the extension currently used by the agent. The association ends when the agent logs out.

Skills are assigned to the agent login ID. This allows the same agent to retain skill assignments and related call-center identity when logging in at another eligible station. The station itself does not permanently own the agent's skills. See the [Avaya Documentation portal](#) for Communication Manager and Call Center Elite administration guidance.

QUESTION NO: 7

An administrator must create and maintain the information associated with an announcement extension before that announcement can be referenced by a vector.

Which Communication Manager form is used to administer the announcement extension?

- A. Announcement
- B. Vector Directory Number

C. Agent LoginID

D. Class of Restriction

ANSWER: A

Explanation:

Announcement is correct. The Announcement form is used to administer an announcement extension and its related settings, including information required for the announcement resource and playback behavior. After the announcement extension is administered and the recording is available, a vector can reference it in an announcement step.

The extension must first be valid in Dial Plan Analysis, and the necessary announcement media resources must be available. The Announcement form is the Communication Manager administration object that defines the announcement itself. Refer to the [Avaya Documentation portal](#) and [Avaya Support](#) for release-specific announcement administration instructions.

QUESTION NO: 8

Refer to the exhibit.

CALL VECTOR

Number: 1996 Name: Variable A

Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n

Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI
Routing? y

Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y

Variables? y 3.0 Enhanced? y

01 set A = B CATL 9432

VARIABLES FOR VECTORS

Var	Description	Type	Scope	Length	Start	Assignment	VAC
A	XYZ	collect		L		4	3
B	ABC	collect		G		5	1 87654

Given existing variable values on the vector step in the exhibit, what will be the resulting value of Variable "A"?

A. 9432

B. 876549432

C. 3876

D. 87654

ANSWER: C

Explanation:

The resulting value of Variable “A” is **3876**. The vector variable operation shown in the exhibit builds the destination value by applying its specified character-selection and concatenation logic to the current values of the source variables. Vector variables are processed as character strings for this type of operation: the selected characters are retained in the stated sequence, rather than being treated as a numeric calculation. Applying the step’s positions and ordering to the existing variable contents produces the four-character string **3876**, which becomes the new value stored in Variable “A.” This result is important because subsequent vector steps that reference “A” receive the updated string exactly as assembled by this operation, including its character order. Avaya Call Center Elite vectoring uses vector variables to preserve and manipulate call-related string data during vector execution, enabling later steps to make routing or treatment decisions based on that derived value. Product documentation and support resources for this behavior are available through [Avaya Aura Call Center Elite Support](#) and the [Avaya Documentation Portal](#).

QUESTION NO: 9

Which three conditions can be used by Call Vectoring to apply different call treatment? (Choose three.)

- A. Time of day
- B. Digits collected from a caller
- C. Queue conditions
- D. The Class of Service assigned to an agent station
- E. The station extension administered for a skill

ANSWER: A B C

Explanation:

Call Vectoring supports conditional processing so that call treatment can reflect current call-center and caller conditions. **Time of day** can be used to provide business-hours, after-hours, weekend, or holiday routing. **Digits collected from a caller** can be evaluated to select a menu option or destination. **Queue conditions**, such as queue time or calls waiting, can be used to apply alternate treatment or overflow routing.

Station class-of-service administration and agent skill assignments are administered separately; they are not conditions that a vector directly changes or evaluates as part of normal call-flow logic. Avaya Call Vectoring references are available from the [Avaya Documentation portal](#).