

Avaya Aura® Call Center Elite Support Exam

Avaya 7492X

Version Demo

Total Demo Questions: 12

Total Premium Questions: 129

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Topic Break Down

Topic	No. of Questions
Topic 1, Call Center Elite Overview	27
Topic 2, Call Center Elite Administration	67
Topic 3, Call Center Elite Troubleshooting	35
Total	129

QUESTION NO: 1

When a customer generates a TTrace log file there are specified components in each line item of the log file.

Which data do these components include?

- A. The log file includes the date, the time, the name of the processes, the system where the process is running, and the process ID
- B. The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the agent handling contacts
- C. The log file includes the name of the processes, the system where the process is running, and the process ID
- D. The log file includes the date, the time, the name of the processes, the system where the process is running, and the name of the user on the system

ANSWER: A

Explanation:

The log file includes the date, the time, the name of the processes, the system where the process is running, and the process ID. TTrace is a distributed tracing facility used by Avaya Aura Contact Center components, so each trace record must identify both *when* an event occurred and *where* it originated. The date and time establish the event sequence and allow an engineer to correlate activity with alarms, customer reports, and traces from other servers. The process name identifies the application or service that wrote the record, while the system name distinguishes the host in multi-server Contact Center deployments. Finally, the process ID identifies the specific running instance of that process, which is important where multiple instances or restarted processes may produce similarly named trace entries. Together, these fields make a trace line usable for cross-component troubleshooting and incident reconstruction. Avaya documentation and technical-support resources for Aura Contact Center tracing and diagnostic collection are available through the [Avaya Documentation portal](#) and the [Avaya Support portal](#).

QUESTION NO: 2

Which three commands can be used with Network Call Deflection? (Choose three.)

- A. Collect digits
- B. Route-to number
- C. Announcement
- D. Queue to best:
- E. Wait hearing ringback

ANSWER: A C E

Explanation:

Network Call Deflection supports vector processing that can interact with the caller before the network redirect is completed. **Collect digits** is supported so that a vector can obtain caller input, such as a selection or a destination-related digit string, as part of the deflection treatment. **Announcement** is supported to provide an appropriate recorded prompt or notification to the caller during this processing. **Wait hearing ringback** is also supported; in Communication Manager vector syntax, this is implemented through a wait-time step configured to provide ringback. It supplies the expected audible treatment while the network performs the deflection-related handling. Together, these commands allow the vector to prompt the caller, receive input where required, and provide ringback treatment during the Network Call Deflection flow. Avaya documents the supported vectoring behavior and Network Call Deflection operation in the Avaya Aura Call Center Elite Vectoring and Expert Agent Selection documentation. See [Avaya Aura Call Center Elite Vectoring and EAS Reference](#) and [Avaya Support](#).

QUESTION NO: 3

A call center supervisor is trying to initiate an emergency condition by using FAC. After required FAC, a busy signal is returned.

Which three reasons are causing this problem? (Choose three.)

- A. The variable associated with emergency is not defined.
- B. The COS-group of the telephone set Console Permission disabled.
- C. The COS group of the telephone set has Priority Calling disabled.
- D. The FAC Vector Variable(VVI-9) Is not defined.
- E. The VDN variable VI-9 Is not set.

ANSWER: C D E

Explanation:

Emergency access through a Feature Access Code depends on both the calling station's permissions and the administered variable assignments used to route the call. "The COS group of the telephone set has Priority Calling disabled" is a valid cause because the station's Class of Service must permit Priority Calling for the emergency-access treatment to be invoked. The FAC must also have a defined vector-variable destination. Therefore, "The FAC Vector Variable(VVI-9) Is not defined" causes the emergency FAC attempt to fail because Communication Manager has no administered vector-variable reference to resolve after the code is dialed. Finally, "The VDN variable VI-9 Is not set" is also a valid cause: the applicable VDN variable must contain a valid VDN so that the emergency-routing logic has a destination to which it can send the call. When any of these required permissions or variable mappings is missing, the FAC cannot complete the intended emergency call processing and the caller can receive busy treatment. These settings are administered within Communication Manager's feature, Class of Service, vector, and VDN configuration areas. See the [Avaya Support documentation portal](#) and the [Avaya Documentation portal](#) for Communication Manager administration references.

QUESTION NO: 4

An administrator needs to determine whether a hunt group has available agents and whether calls are currently waiting in the queue.

Which two SAT commands provide useful current operational information for this investigation? (Choose two.)

- A. status hunt-group 25
- B. monitor bcms hunt-group 25
- C. display hunt-group 25
- D. list usage hunt-group 25

ANSWER: A B

Explanation:

status hunt-group provides current status information for the hunt group, including agent and queue-related operational data. **monitor bcms hunt-group** provides a real-time BCMS view of queue activity and performance measurements for the hunt group.

`display hunt-group` shows administered configuration rather than current operational status. `list usage hunt-group` identifies administration references to the hunt group and is useful before changing or removing an object, but it does not provide a real-time queue view. Additional Communication Manager SAT command information is available through [Avaya Support](#).

QUESTION NO: 5

A customer using the TTrace tool wants the TTrace system to send an email when the system logs a particular type of alarm on the TTrace server.

Which TTrace tool will accomplish this?

- A. TTrace Config
- B. TTrace Server
- C. TTrace Console
- D. TTrace Log2Zip

ANSWER: A

Explanation:

TTrace Config is the correct tool because it is used to configure TTrace operational settings, including alarm definitions and alarm-notification behavior. For this requirement, the administrator creates or modifies the relevant alarm rule and specifies the email-notification details so that TTrace can send an email when the selected alarm type is logged by the TTrace Server. This configuration is performed centrally and determines which events qualify for notification, as well as the destination and associated notification parameters. The TTrace Server then applies the saved configuration while it processes and records system alarms. Using the configuration utility ensures that the notification is tied to the desired alarm condition rather than requiring manual review of logs or traces. Avaya product documentation and supporting technical material are available through the [Avaya Documentation portal](#) and the [Avaya Support portal](#).

QUESTION NO: 6

A customer reports that they have an active alarm. The alarm is from the Media Director and reads “Device Monitor Failure”.

What should you advise the customer to do?

- A. Check the License Director configuration and ensure the service is running
- B. Restart and Stop the Media Director to resolve the error
- C. Check the Media Director configuration and Avaya Aura® Communication Manager
- D. Check the device exists in Communication Manager and that it is added in the AES Security database

ANSWER: D

Explanation:

Check the device exists in Communication Manager and that it is added in the AES Security database. Media Director relies on Avaya Aura® Application Enablement Services (AES) and Communication Manager information to monitor configured telephony devices. A “Device Monitor Failure” alarm indicates that Media Director could not establish or retain the required monitoring relationship for the device. The appropriate first action is therefore to validate that the station, agent device, or other monitored endpoint is actually administered and active in Communication Manager, with the expected extension and device attributes. The administrator should then confirm that the same device is present in the AES Security Database and that the relevant CTI user has the permissions needed to monitor it. Device monitoring depends on the AES security configuration matching the Communication Manager device administration; discrepancies can prevent AES from delivering the device-monitoring events on which Media Director depends. After correcting any missing or inconsistent device/security administration, the customer can verify that the alarm clears and that device events are received normally. Avaya’s AES documentation describes security database administration and CTI access controls, while Communication Manager documentation covers endpoint administration: [Avaya AES Security Database administration](#) and [Avaya Aura Communication Manager documentation](#).

QUESTION NO: 7

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

- A. Do a root cause analysis and gather information to solve the problem to prevent future issues.
- B. Use the nine disciplines associated with troubleshooting to identify and describe the problem.
- 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: B

Explanation:

Use the nine disciplines associated with troubleshooting to identify and describe the problem. This is the best practice because effective support begins by establishing a clear, reproducible problem statement before attempting a repair. A disciplined troubleshooting process gathers the relevant symptoms, scope, recent changes, configuration details, alarm and log evidence, and environmental conditions. It then uses that evidence to isolate the affected component, test a focused hypothesis, apply a controlled corrective action, and validate that the service has been restored without introducing a new issue.

For Avaya Aura and Call Center Elite environments, this structured approach is especially important because an observed software symptom can originate in call processing, agent or station administration, licensing, network connectivity, server health, integrations, or an external dependency. Capturing accurate diagnostic information and following a repeatable process enables the support engineer to correlate events, use the applicable product documentation and release notes, and provide Avaya Support with actionable data if escalation is required. Avaya's support resources and product documentation are available through the [Avaya Support portal](#); the vendor also provides troubleshooting-oriented knowledge resources through [Avaya Knowledge](#).

QUESTION NO: 8

A customer using the TTrace tool wants to see a list of services that have been configured, and also select their respective logging levels.

Which TTrace tool will accomplish this?

- A. TTrace Log2Zip
- B. TTrace Configuration
- C. TTrace Server
- D. TTrace Console

ANSWER: B

Explanation:

TTrace Configuration is the utility used to view the services that are configured for TTrace and to select or change the trace logging level for each service. This makes it the appropriate tool when an administrator needs to control the amount and type of diagnostic information generated by individual Avaya Aura Contact Center services. Logging levels can be adjusted to collect the detail required for troubleshooting while avoiding unnecessary trace volume during normal operation. The configuration utility therefore provides the service-level trace setup interface requested in the question, including the configured-service list and logging-level selection. After the required levels are set, the relevant service trace data can be collected and reviewed as part of a support investigation. Avaya product documentation and support resources are available through the [Avaya Documentation Portal](#) and the [Avaya Support site](#).

QUESTION NO: 9

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

- A. stepcnt

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

ANSWER: C E

Explanation:

`value` and `collect` are strictly global vector variable types. A global variable belongs to the call rather than to a single vector invocation, so its contents remain available when call processing moves between vectors. This makes these variables suitable when information obtained or calculated in one part of call treatment must be tested or reused later, including after routing to another vector. The `value` variables provide call-associated storage for numeric values used by vector commands and conditional processing. The `collect` variable holds digit-collection information associated with the call, allowing the result of caller input to remain available to subsequent vector processing. Their global scope is an important consideration when designing multi-vector call flows, because the information is not limited to the immediate vector context. Avaya Call Center Elite vectoring documentation describes the variable behaviors and command usage in its Call Vectoring and Expert Agent Selection references. Consult the official [Avaya Documentation portal](#) and the [Avaya Support documentation site](#) for the release-specific Call Vectoring reference applicable to the Communication Manager version being administered.

QUESTION NO: 10

A Call Center Elite Multichannel deployment is hosted in a VMware vSphere environment.

Which two functions are provided by vCenter Server? (Choose two.)

- A. Centralized management of virtual-machine inventory
- B. Visibility and management of ESXi hosts
- C. Replacement of the ESXi hypervisor on each host
- D. Execution of Communication Manager vector processing
- E. Provisioning of EAS agent login IDs

ANSWER: A B

Explanation:

vCenter Server provides centralized management of virtual-machine inventory and visibility into the ESXi hosts that support the virtualized environment. It allows administrators to manage virtual machines, hosts, resource pools, permissions, alarms, and other vSphere inventory objects from a centralized interface.

vCenter Server is a management component and does not replace the ESXi hypervisor or provide Call Center Elite application routing. Virtualization design and supported deployment requirements must be validated against the applicable Avaya solution documentation and VMware documentation. See the [Avaya Documentation Portal](#) and the [Avaya Support site](#).

QUESTION NO: 11

A customer is using Windows Server 2008 to run their Call Center Elite Multichannel server software.

Which requirement do they need to configure to install the server software?

- A. Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.5.1
- B. Microsoft .NET Framework 3.5, Microsoft .NET Framework 4.5.1, and IIS

C. Windows Firewall Service, Microsoft .NET Framework 4.5.1, and IIS

D. IIS only

ANSWER: A

Explanation:

Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.5.1 are the required framework components to prepare a Windows Server 2008 host for the Call Center Elite Multichannel server software installation. The server software relies on the .NET runtime and supporting application components supplied by these framework versions. On Windows Server 2008, .NET Framework 3.5 is typically enabled as an operating-system feature through Server Manager, while .NET Framework 4.5.1 is installed separately because it is a later, in-place .NET Framework release. Both must be present before beginning the Multichannel server installation so that required managed-code services and installation dependencies can be registered correctly. This preparation should be completed using an administrator account and, where applicable, followed by the server restart requested by the framework installer. Microsoft documents that .NET Framework 4.5.1 is supported on Windows Server 2008 SP2 and identifies its operating-system requirements at [Microsoft .NET Framework 4.5.1 offline installer](#). Microsoft also documents the Server Manager method for adding the .NET Framework 3.5 feature at [Install .NET Framework 3.5 on Windows](#).

QUESTION NO: 12

What are two call vectoring command failures for "adjunct routing"? (Choose two.)

- A. The VDN's COR does not permit routing to the adjuncts applied destination.
- B. The specified agent is not logged into the specified split for a direct agent call.
- C. The VDN's COS-group does not have Console Permission set to y.
- D. The CTI link can be any Identifier.

ANSWER: A B

Explanation:

"The VDN's COR does not permit routing to the adjuncts applied destination." is a valid adjunct-routing failure condition. In adjunct routing, the adjunct application returns a route destination to Communication Manager. Communication Manager validates that supplied destination against the Class of Restriction assigned to the Vector Directory Number. If the VDN's COR cannot access the destination returned by the adjunct, the route cannot be completed and the adjunct-routing attempt fails. This preserves the dialing and routing restrictions configured for the VDN even when the destination is selected externally by an adjunct application.

"The specified agent is not logged into the specified split for a direct agent call." is also a valid failure condition. An adjunct may provide a direct-agent destination as part of its routing response. For Communication Manager to deliver that direct agent call, the identified agent must be logged in and available through the relevant split or skill assignment. The direct-agent routing request depends on that agent's current login and split membership status; therefore, an agent who is not logged in to the specified split causes the requested adjunct route to fail.

These conditions are documented under Call Vectoring adjunct-routing operation and routing validation in Avaya Communication Manager call-center documentation. See the [Avaya Documentation portal](#) and [Avaya Support](#).