Avaya

Exam 3304

Avaya Call Center Elite Implementation and Maintenance Exam

Version: 6.3

[Total Questions: 69]

Question No : 1

A customer wants the ability to request unavailable agents for a specific skill, and have those agents be made available to take calls?

What calls center feature can provide this ability?

A. Multiple Call Handling (MCH)
B. Best Service Routing (BSR)
C. VuStats
D. Interruptible Aux Work

Answer: D

Explanation: Reference Communication Manager Overview page 23

Question No : 2

You are preparing the implementation call flow documents for a customer in the balancing industry. One of the customer's requirements is to have a forced two minute After Call Work (ACW) for calls regarding credit fraud. All other calls need to have a 15 second ACW.

How can this be accomplished?

A. Since ACW is only available on the hunt group form, agents would need to be assigned a dedicated skill with a two minute ACW for the credit card fraud calls.
B. Since ACW is only available on the hunt group form, the agent should press the ACW button to extend Mi. if ACW from IS seconds to two minutes.
C. ACW can be assigned to both the Skill and Vector Directory Number (VDN), but the Skill timed ACW takes precedence over the VDN ACW.
D. ACW can be assigned to both the Skill and VDN, and the VDN timed ACW takes precedence over

Answer: A

Question No : 3

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. service observing (VDN

Answer: A,C

Explanation: Reference Avaya Aura™ Communication Manager Screen Reference page 383

Question No : 4

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: Reference Programming Call Vectors in Avaya Aura™ Call Center 6.0 Page 103

Question No : 5

Refer to the Exhibit.

```
Call Vector

    Number : 200                    Name Vector A
Multimedia? n          Attendant Vectroing? n  Meet-me conf? n            Lock?      n
     Basic? y         Easy? 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
  Vairables? y        3.0 Enhanced? y
01 wait-time          2  secs hearing silence
02 goto step          9            if holiday     in        table 1
03 goto step          10           if holiday     is all 17:00 to all 08:00
04 goto step          skill 1  pri m
05 queue - to         30  secs hearing music
06 wait - time        6              if unconditionally
07 goto step          after announcement none
08 discount           number 2048              with con  n if unconditionally
09 route to           number 2049              with con  n if unconditionally
10 route - to
11 step

display holiday 1

                              HILIDAY  TABLE

    Number: 1                      Name: Holiday

_____ START _____        _____ END _____
Month   Day   Hour   Min      Month   Day   Hour   Min
12      31    00     00       01      01    00     00
12      25    00     00       12      25    00     00
07      04    00     00       07      04    00     00
```

Given the information in the exhibit, what happens to a call if someone calls this vector on January 1 at 10:00?

A. The call will queue to skill 1
B. The call will be disconnected
C. The call will be routed to 2048
D. The call will be routed to 2049

Answer: A

Question No : 6

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

Explanation: Reference Administering Avaya Aura™ Communication Manager page 288

Question No : 7

Agents/Supervisors want to have the ability to login/logout of splits/skills, change their work mode, and perform service observing.

What is used to facilitate this ability?

A. Business Advocate (ISA)
B. Skill Assignment
C. Feature Access Codes (FACs)
D. Dial Access Plan

Answer: C

Question No : 8

How can an installer identify if a customer has the Call Center Elite package?

A. Check the System-Parameters Customer-Options Form and look for the "Call Center Elite" field.
B. Check the Feature-Related System Parameters and look for the "Call Center Elite" field.
C. Check the System-Parameters Customer-Options Form and look for the "EAS" field.
D. Check the System-Parameters Customer-Options Form and look for the "Vectoring (3-0 Enhanced) field.

Answer: C
Reference: Programming Call Vectors in Avaya Aura™ Call Center 6.0 Page 205

Question No : 9

A customer has Avaya Communications systems located in Detroit, Chicago and Denver.

All three systems are connected via ISDN Tie dunks. The customer is implementing multi site Best Services Routing (BSR) to intelligently compare resources and find the best call center to service their calls. Status polls from the Denver location to Detroit consistently fail.

What are two reasons that could be the root cause for this failure? (Choose two.)

A. The trunks that tie Denver to Detroit are not Distributed Communication Systems (DCS+) or QSIG.
B. The agents in Detroit are all in auxiliary work mode.
C. There is no Best Service Routing application for the active Vector Directory Number (VDN).
D. The Expected Wait Time for the skill in Detroit is being suppressed.

Answer: C,D

Question No : 10

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
Explanation: Reference 07-300061 page 43

Question No : 11

What are three added features when you upgrade form 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)