

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

Explanation: Reference Avaya Aura™ Call Center Feature Reference 6.0 page 78

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

Explanation: Reference : Avaya Aura™ Call Center Feature Reference 6.0 Page 358
Programming Call Vectors in Avaya Aura™ Call Center 6.0 Page 205

QUESTION NO: 3

A supervisor wants to ensure that a specified group of agents logout 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

Reference:Administering Avaya Aura™Call Center Features 6.0 page 11

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

Explanation:

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

Explanation: Reference :Avaya Aura™Call Center 6.0 Overview Page 26

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

Explanation:

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

Reference:Administering Avaya Aura™Call Center Features 6.0 Page 11

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

Reference:Administering Avaya Aura™Call Center Features6.0 page141