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Q&A

Exam : **3304**

Title : Avaya Call Center Elite Implementation and Maintenance Exam

Version : Demo

1.Which two statements describe the benefits of the Business Advocate (BA) feature? (Choose two.)

A. It enablesrouting 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

2.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)

E. Agent Selection (EAS)

Answer: A,B,E

3.A supervisor wants to endure 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

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, II volumes or agent staffing levels change abruptly?

A. queue priority levels

B. reserve agents

C. skill preference levels

D. percent allocation

Answer: D

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

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 tall 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

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

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

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

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