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Latest Exam Guide & Learning Materials

Exam : 3304

Title : Avaya Call Center Elite
Implementation and Maintenance
Exam

Vendors : Avaya

Version : DEMO

NO.1 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

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

NO.3 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

NO.4 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

NO.5 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

NO.6 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

NO.7 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

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

- NO.9 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

NO.10 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