



Vendor: Avaya

Exam Code: 3304

Exam Name: Avaya Aura Call Center Elite Implementation
and Maintenance Exam

Version: DEMO

QUESTION 1

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: BCD

QUESTION 2

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

QUESTION 3

A customer wants the ability to track the call types for Automatic Call Distribution (ACD) calls answered by agents. These call types will be defined by the customer.
Which call feature can the customer use to track their defined call types?

- A. Least Occupied Agent (LOA)
- B. Call Work Codes (CWC)
- C. Feature Access Codes (FAC)
- D. Redistribution on No Answer (RONA)

Answer: B

QUESTION 4

You are implementing a new contact center and gathering all information for the new agents. The Communication manager (CM) Agent Login ID form is populated from information gathered on the Agent Skills Worksheet.
Which three items are included on this worksheet? (Choose three)

- A. Call handling preference
- B. Login ID
- C. Skill preferences
- D. Skill level
- E. Class of service (COS)

Answer: ABD

QUESTION 5

Which vector object can replace the Time of Day (TOD) global Vector Variable?

- A. Business Schedule Table
- B. Vector Routing Table
- C. Service Hours Table
- D. Policy Routing Table

Answer: C

QUESTION 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

QUESTION 7

A supervisor like a summary report from Basic Communication Management System (BCMS) and is not sure what data items are available for this report.

Which three objects are available for a summary report? (Choose three)

- A. hunt
- B. trunk
- C. skill
- D. vdn
- E. station

Answer: BCD

QUESTION 8

A customer wants to start "Service Observing" while off site.

Which two parameters must be configured to allow this? (Choose two.)

- A. Service Observing Listen Only Access Code
- B. COR - Restriction Override set to all
- C. Service Observing (Remote/By FAC)
- D. Telecommuter

Answer: AC

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