

Lead2Passed



Lead2Passed

HOME

ALL VENDORS

★ GUARANTEE

? FAQ

TESTIMONIALS

Login / Register My Shopcart (1)

Input your exam code ...



Try before you buy

Download a free sample of any of our exam questions and answers

- ✓ Online Test Engine: Online Tool, Convenient, easy to study. Instant Online Access. Supports All Web Browsers.
- ✓ PDF format: Easy to read and print learning materials, our products are available in PDF file format.
- ✓ Desktop Test Engine: Installable Software Application. Simulates Real Exam Environment. Practice Offline Anytime.



Security & Privacy

We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.



365 Days Free Updates

Free update is available within 365 days after your purchase. After 365 days, you will get 50% discounts for updating.



Money Back Guarantee

Full refund if you fail the corresponding exam in 60 days after purchasing. And Free get any another product.



Instant Download

After Payment, our system will send you the products you purchase in mailbox in a minute after payment. If not received within 2 hours, please contact us.

<http://www.lead2passed.com>

Valid Certification Exam Dumps Materials and Study Guide -
Lead2Passed

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