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Exam : **74920T**

Title : AXP On-Prem (formerly
Aura® Call Center Elite)
Support Online Test

Version : **DEMO**

1.A customer reports that they have an active alarm. The alarm is from the Media Director and reads “Device Monitor Failure”.

What should you advise the customer to do?

- A. Check the License Director configuration and ensure the service is running
- B. Restart and Stop the Media Director to resolve the error
- C. Check the Media Director configuration and Avaya Aura® Communication Manager
- D. Check the device exists in Communication Manager and that it is added in the AES Security database

Answer: D

2.While configuring a vector using the Best Services Routing (BSR) feature, the Installer was not able to use the consider location command.

What is causing this problem?

- A. Expert Agent Selection (EAS) was not enabled on the Feature Related System Parameters form.
- B. The location number is not defined In the BSR application form.
- C. The ASAI routing is not enabled-
- D. Preference Handling Distribution (FAS-PHD) was not enabled on the System-Parameters Customer-Options form.

Answer: A

3.What property of the SET command makes the command unique when dealing with variables?

- A. The SET command allows variables to be manipulated using arithmetic and string operators
- B. The SET command allows you to place calls in a particular queue
- C. The SET command allows a group of variables to follow a specific pattern
- D. The SET command reassigns variables to new values during the process of a vector

Answer: A

4.In administering multi-site Best Services Routing (BSR), what are the two configuration that are associated VDN configuration (Choose two.)

- A. UUI Treatment
- B. Supplementary Service Protocol
- C. BSR Available Agent strategy
- D. BSR Application

Answer: A,C

5.Which operator of the SET command allows you to check number validation in dialed strings using Luhn’s algorithm?

- A. MOD10
- B. ADD
- C. CATR
- D. SEL

Answer: A