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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