

Avaya 20320T

Avaya Administering AXP On-Prem (formerly Avaya Aura CC Elite) R8

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- Product Version

Latest Version: 6.0

Question: 1

What configuration allows for calls to be redirected to other teams if the initial team is unavailable in Avaya AXP On-Prem?

Response:

- A. Overflow Routing
- B. Conditional Routing
- C. Time of Day Routing
- D. Backup Routing

Answer: A

Question: 2

How are emergency dialing features activated in AXP On-Prem?

Response:

- A. Automatically with initial system setup
- B. Through a dedicated emergency settings panel
- C. By configuring each handset individually
- D. Activation is not required; available by default

Answer: B

Question: 3

In which use case would a vector with skills-based routing be most effective?

Response:

- A. When calls need to be directed to agents speaking multiple languages
- B. When all agents have the same skill set
- C. When calls are straightforward and require minimal specialization
- D. When the call volume is consistently low

Answer: A

Question: 4

In the Avaya system, what must be configured simultaneously with agent login IDs for functionality?
Response:

- A. Call forwarding settings
- B. Agent skills and routing
- C. Station extension mapping
- D. Security permissions

Answer: C

Question: 5

How can you ensure that changes made to a vector are effective without impacting live traffic?
Response:

- A. Implement changes during low traffic periods.
- B. Test changes in a development environment.
- C. Apply changes to all vectors simultaneously.
- D. Monitor changes in real-time during peak hours.

Answer: B

Question: 6

How do feature access codes enhance the functionality of hunt groups in Avaya AXP On-Prem?
Response:

- A. By allowing quick changes to hunt group settings
- B. By enabling on-the-fly addition of members to the hunt group
- C. By providing detailed reports on hunt group performance
- D. By facilitating the recording of hunt group calls

Answer: B

Question: 7

Which feature of Avaya Aura Call Center Elite R8 supports enhanced customer interaction?
Response:

- A. Email routing
- B. Skill-based call routing
- C. Automatic speech recognition
- D. Real-time language translation

Answer: B

Question: 8

Which tool within the Avaya Experience Platform is typically used to add and configure new agent stations?

Response:

- A. System Manager
- B. Configuration Wizard
- C. Administrative Console
- D. User Management Interface

Answer: C

Question: 9

What are the prerequisites for activating new features in AXP On-Prem?

(Select two)

Response:

- A. Valid licenses for the features
- B. Adequate server hardware specifications
- C. Training for all users on new features
- D. Backup of the current system configuration

Answer: A,B

Question: 10

Which of the following are necessary features when setting up multiple hunt groups in Avaya AXP On-Prem?

(Select two)

Response:

- A. Redundancy measures

- B. Uniform Call Distribution (UCD)
- C. Skills-based routing
- D. Night service

Answer: B,C

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