Avaya
20320T

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

Questions&AnswersPDF

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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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