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QUESTION 1

Which statement describes the purpose and function of a hunt group?

A. It is a group of agents that all have the ability to answer specific calls.

B. It is a group of VDNs that receive calls and pass to a vector.

C. It is a group of extensions that receive calls to a specific telephone number.

D. It is a group of skills that an agent has to manage specific calls.

Correct Answer: A

QUESTION 2

A customer wants to avoid an abandoned call if an agent leaves their position, and an incoming Automatic Call Distribution (ACD) call rings at the agent\\'s telephone.

Which call center feature provides this capability?

A. Redirection on No Answer (RONA)

B. Forced Agent Logout form the After Call Work (ACW) mode

C. Adjunct Routing

D. Variable in Vectors

Correct Answer: A

QUESTION 3

Which three items are needed to configure a hunt group in an Expert Agent Selection (EAS) enabled call center? (Choose three.)

A. The group extension

B. The call distribution method

C. The Vector Directory Number (VDN)

D. The trunk group number

E. The Class of Restriction (COR)

Correct Answer: ABE

QUESTION 4

An Elite Call Center agent is assigned the following Skills:

Skill Hunt Group 1 with Skill Level 5 Skill Hunt Group 2 with Skill Level 10 Skill Hunt Group 3 with Skill Level 15 Skill Hunt Group 4 with Skill Level 15

And the Call Handling Preference is configured as Greatest Need.

Skill 1 Call with priority h that has queued for 10 minutes Skill 2 Call with priority h that has queued for 15 minutes Skill 3 Call with priority m that has queued for 15 minutes Skill 4 Call with priority t that has queued for 15 minutes

Which of the calls will the agent handle first under the greatest need handling preference?

A. Skill 4 Call

B. Skill 2 Call

C. Skill 1 Call

D. Skill 3 Call

Correct Answer: A

QUESTION 5

```
CALL VECTOR

    Number:    1996 Name: Variable A
Multimedia?     n    Attendant Vectoring?    n    Meet-me Conf? n                       Lock? n
    Basic?      y    EAS ? y G3V4 Enahanced ? y   ANI/II-Digits ? y         ASAI Routing ? y
  Prompting?    y    LAI ? y G3V4 Adv Route ? y   CINFO ? y  BSR ?y             Holidays ? y
  Variables?    y    3.0 Enhanced ? y

  01 set  A    =B   CATL 9432

         VARIABLES FOR VECTORS
Var Description    Type Scope Length Start Assignment    VAC
A   XYZ        collect            L         4        3
B   ABC       collect         G     5        1        87654
```

Refer to the exhibit.

Given existing variable values on the vector step in the exhibit, what will be the resulting value of Variable "A"?

A. 9432

B. 876549432

C. 3876

D. 87654

Correct Answer: C