

# Latest Version: 6.0

## Question: 1

Which phase in Avaya's troubleshooting process involves verifying the resolution with the customer?

- A. Assessment
- B. Resolution
- C. Validation
- D. Closure

**Answer: C**

## Question: 2

How does Business Advocate enhance the strategic decision-making process in call centers?

- A. By reducing the role of management in operations
- B. By integrating customer priority and business objectives in call routing
- C. By relying solely on historical data without real-time adjustments
- D. By eliminating all advanced analytics

**Answer: B**

## Question: 3

Why is Best Service Routing considered advantageous in a multisite call center environment?

- A. It enables calls to be routed to the site with the shortest queue
- B. It allows calls to be routed based on agent availability alone
- C. It routes calls based on the geographic location of the caller
- D. It restricts call routing to the site of origin

**Answer: A**

## Question: 4

Which step in Avaya's Global Support Services methodology focuses on analyzing system logs and error messages?

- A. Problem recognition
- B. Problem verification
- C. Problem analysis
- D. Problem reporting

**Answer: C**

### Question: 5

To enable a Best Services Routing (BSR) Tie strategy, when the Alternate Selection on BSR Ties determines how BSR chooses which agent, skill, or location to select, which two administration forms need to be administered?  
(Choose two.)

- A. On the Feature Related System Parameters screen verify the BSR Tie Strategy field.
- B. On the VDN form, verify BSR Tie Strategy field.
- C. On the Hunt Group form verify BSR settings.
- D. Verify Suppression Timer is set correctly in the BSR application plan.

**Answer: A,B**

### Question: 6

What must be administered in the route-pattern for a multi-site Best Services Routing (BSR) application?

- A. Set TSC to y and set CA-TSC to "as needed".
- B. The ISDN parameters "QSIG/ETSI TSC Extension" can be left blank.
- C. The FRL settings do not apply to BSR.
- D. The trunk group must be H.323.

**Answer: A**

### Question: 7

Why is it important to follow a structured troubleshooting methodology like Avaya's when dealing with complex issues?

- A. It prevents recurring problems
- B. It ensures a faster response time
- C. It reduces the need for expert intervention
- D. It ensures consistency and thoroughness in problem-solving

**Answer: D**

### Question: 8

In a multi-site Best Services Routing (BSR) configuration, what is the purpose of the Status Poll vector?

- A. The vector is activated when the given remote server is the best available.
- B. The vector contacts the specified remote servers, and collects information from that remote server.
- C. The vector compares skills at its location and replies to the origin server with information on the best of these skills and estimated wait times (EWT).
- D. The vector queues the call to the resource that is likely to provide the best service.

**Answer: B**

### Question: 9

Best Services Routing (BSR) allows adjusting the idle time of agents when determining agent selection. You are considering the step adjustment set to 20 for a given location. Which statement about agent adjustments for the considered location step is true?

- A. The agent's idle time is adjusted up by 20%, unless the idle time is greater than 100 seconds at which point is adjusted up by 20 seconds.
- B. The agent's idle time is decreased by 20 seconds, unless the idle time is greater than 100 seconds at which point it is decreased by 20%.
- C. The agent's idle time is always adjusted up by 20 seconds.
- D. The agent's idle time is always adjusted down by 20 seconds.

**Answer: D**

### Question: 10

What advantage does Business Advocate offer over traditional call centers in terms of customer interaction?

- A. Offering the same response time for all calls
- B. Focusing on reducing call time over quality
- C. Tailoring interactions to enhance customer experiences
- D. Encouraging agents to follow strict scripts

**Answer: C**

