



# AVAYA 7392X

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**Avaya Aura Call Center Elite Implementation Certification Questions  
& Answers**

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**Exam Summary – Syllabus – Questions**

**7392X**

**[Avaya Aura Call Center Elite Implement \(ACIS-7392\)](#)**

**61 Questions Exam – 66% Cut Score – Duration of 90 minutes**

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## Know Your 7392X Certification Well:

The 7392X is best suitable for candidates who want to gain knowledge in the Avaya Services. Before you start your 7392X preparation you may struggle to get all the crucial Aura Call Center Elite Implementation materials like 7392X syllabus, sample questions, study guide.

But don't worry the 7392X PDF is here to help you prepare in a stress free manner. The PDF is a combination of all [your queries like-](#)

- What is in the 7392X syllabus?
- How many questions are there in the 7392X exam?
- Which Practice test would help me to pass the 7392X exam at the first attempt?

Passing the 7392X exam makes you Avaya Aura Call Center Elite Implement (ACIS-7392). Having the Aura Call Center Elite Implementation certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

## Avaya 7392X Aura Call Center Elite Implementation Certification Details:

<b>Exam Name</b>	Avaya Aura Call Center Elite Implementation
<b>Exam Code</b>	7392X
<b>Exam Price</b>	\$125 USD
<b>Duration</b>	90 minutes
<b>Number of Questions</b>	61
<b>Passing Score</b>	66%
<b>Recommended Training</b>	<a href="#">Avaya Learning Center</a>
<b>Exam Registration</b>	<a href="#">PEARSON VUE</a>
<b>Sample Questions</b>	<a href="#">Avaya 7392X Sample Questions</a>
<b>Practice Exam</b>	<a href="#">Avaya Aura Call Center Elite Implement (ACIS-7392) Practice Test</a>

## 7392X Syllabus:

Section	Objectives
Hardware Components of Avaya Aura® Call Center Elite:	<ul style="list-style-type: none"> <li>- Describe the Avaya Aura® components.</li> <li>- Describe the components needed for a basic Avaya Aura® Call Center Elite system.</li> </ul>
Communication Manager Features:	<ul style="list-style-type: none"> <li>- Describe the call center functions for basic call centers and Call Center Elite.</li> <li>- Describe the features and capabilities of call centers using Avaya Aura® Communication Manager.</li> <li>- Identify how system-wide features are activated for Avaya Aura® Call Center Elite.</li> <li>- Identify licensed features are activated for Avaya Aura® Call Center Elite.</li> <li>- Describe the Call Center Elite features and functions.</li> </ul>
Dialing and Routing Calls:	<ul style="list-style-type: none"> <li>- Describe dialing features including the dialing plan in Avaya Aura® Call Center Elite.</li> <li>- Describe access codes, and abbreviations on the dialing list.</li> <li>- Describe methods for assigning user calling permissions and restrictions.</li> <li>- Describe the properties of hunt groups, splits, and skills for agents.</li> <li>- Explain the options for distributing calls to the right agents.</li> <li>- Describe how to add agent login IDs and stations.</li> <li>- Describe the purpose and configuration of Announcements (including announcements on Avaya Aura Media Server).</li> <li>- Describe the purpose of Vector Directory Numbers.</li> </ul>
Call Vectors:	<ul style="list-style-type: none"> <li>- Describe call flows and call vectors and explain the purpose of basic vectoring commands.</li> </ul>
Network Routing:	<ul style="list-style-type: none"> <li>- Describe how network routing is used to expand call centers.</li> <li>- Explain the real-time and historical reporting capabilities available from the Avaya Aura® Communication Manager.</li> </ul>

Section	Objectives
Avaya Aura Media Server and Announcements:	- Describe the purpose and configuration of Avaya Media Server
Variable Vectors:	- Describe the purpose of vector variables. - Describe the purpose of enhanced Call Vectoring features and commands using VDN Override, VDN return and VDN variables. - Use the SET command to modify the values contained in variables. - Describe vector testing and troubleshooting commands.

## Avaya 7392X Sample Questions:

### Question: 1

A customer is currently using the Communication Manager Automatic Call Distribution (ACD) feature, and will be enabling the Expert Agent Selection (EAS) feature. With EAS enabled, which software mechanism is used for queuing?

- a) Agent IDs
- b) VDNs
- c) Agent Stations
- d) Skills

**Answer: c**

### Question: 2

What provides built-in real-time and historical reporting capabilities for the call center, including reports for Splits/Skills, Agents, Vector Directory Numbers (VDNs) and Trunk Groups?

- a) Automatic Number Identification (ANI)
- b) Basic Call Management System (BCMS)
- c) VuStats
- d) Service Level Maximizer (SLM)

**Answer: b**

**Question: 3**

Why is understanding the network routing structure important for managing a distributed call center environment?

- a) It helps in designing efficient disaster recovery strategies
- b) It ensures all locations comply with the same service standards
- c) It facilitates better resource allocation based on call load
- d) It improves the overall security of the communication system

**Answer: c**

**Question: 4**

How are historical reporting capabilities used in decision-making for call center expansions? (Choose Two)

- a) To analyze trends in call volume over time
- b) To evaluate the effectiveness of marketing campaigns
- c) To track changes in customer satisfaction levels
- d) To identify underperforming call centers

**Answer: a, d**

**Question: 5**

Which two parameters must be configured to allow Service Observing while off site? (Choose two.)

- a) Service Observing Listen Only Access Code
- b) COR – Restriction Override set to all
- c) Telecommuter
- d) Service Observing (Remote/By FAC)

**Answer: a, d**

**Question: 6**

How does Avaya Aura® Call Center Elite ensure the correct assignment of calling permissions and restrictions?

- a) Using automated scripts that adjust based on time-of-day
- b) Via manual adjustments made by supervisors
- c) Through real-time analysis of call traffic
- d) By using predefined templates based on job roles

**Answer: d**

**Question: 7**

A customer is waiting in queue, listening to music, and waiting for the call to be routed to an agent. Which mechanism controls what happens while the customer is waiting in the queue?

- a) Agent Stations
- b) Vectors
- c) Skills
- d) Hunt Groups

**Answer: b****Question: 8**

What impact does the implementation of a hierarchical dialing plan have on Avaya Aura® Call Center Elite's performance?

- a) Reduces the number of possible dialing errors
- b) Increases the call setup time
- c) Enhances the flexibility in call routing
- d) Decreases the system's overall call capacity

**Answer: c****Question: 9**

For a basic Avaya Aura® Call Center Elite system, which component acts as the interface for third-party integrations?

- a) Application Enablement Services
- b) Media Gateway
- c) Session Border Controller
- d) SIP Enablement Services

**Answer: a****Question: 10**

In a high-availability Avaya Aura® Call Center Elite configuration, which component is crucial for system redundancy?

- a) Additional DSP resources
- b) Secondary Media Server
- c) Tertiary Ethernet Switch
- d) Duplicate SIP Trunk

**Answer: b**

## Study Guide to Crack Avaya Aura Call Center Elite Implementation 7392X Exam:

- Getting details of the 7392X syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the 7392X exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Avaya provided training for 7392X exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the 7392X sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on 7392X practice tests is must. Continuous practice will make you an expert in all syllabus areas.

### Reliable Online Practice Test for 7392X Certification

Make NWExam.com your best friend during your Avaya Aura Call Center Elite Implementation exam preparation. We provide authentic practice tests for the 7392X exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual 7392X exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the 7392X exam.

**Start Online practice of 7392X Exam by visiting URL**

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