



# AVAYA 7492X

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**Avaya AXP On-Prem (formerly Avaya Aura CC Elite) Support  
Certification Questions & Answers**

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**Exam Summary – Syllabus – Questions**

**7492X**

**[Avaya AXP On-Prem \(formerly Avaya Aura CC Elite\) Support \(ACSS-7492\)](#)**

**52 Questions Exam – 68% Cut Score – Duration of 90 minutes**

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## Know Your 7492X Certification Well:

The 7492X is best suitable for candidates who want to gain knowledge in the Avaya Services. Before you start your 7492X preparation you may struggle to get all the crucial AXP On-Prem (formerly Avaya Aura CC Elite) Support materials like 7492X syllabus, sample questions, study guide.

But don't worry the 7492X 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 7492X syllabus?
- How many questions are there in the 7492X exam?
- Which Practice test would help me to pass the 7492X exam at the first attempt?

Passing the 7492X exam makes you Avaya AXP On-Prem (formerly Avaya Aura CC Elite) Support (ACSS-7492). Having the AXP On-Prem (formerly Avaya Aura CC Elite) Support 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 7492X AXP On-Prem (formerly Avaya Aura CC Elite) Support Certification Details:

Exam Name	Avaya AXP On-Prem (formerly Avaya Aura CC Elite) Support
Exam Number	7492X AXP On-Prem (formerly Avaya Aura CC Elite) Support
Exam Price	\$125 USD
Duration	90 minutes
Number of Questions	52
Passing Score	68%
Exam Registration	<a href="#">Avaya Learning Center</a> <a href="#">OR</a> <a href="#">Pearson VUE</a>
Sample Questions	<a href="#">Avaya 7492X Sample Questions</a>

Practice Exam	<a href="#">Avaya AXP On-Prem (formerly Avaya Aura CC Elite) Support (ACSS-7492) Practice Test</a>
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## 7492X Syllabus:

Section	Objectives
Troubleshooting Methodology	- Understand Avaya's Global Support Services troubleshooting methodology.
AXP On-Prem (formerly Avaya Aura® CC Elite) Troubleshooting	<ul style="list-style-type: none"> <li>- Identify features and potential solutions when troubleshooting AXP On-Prem (formerly Avaya Aura® CC Elite).</li> <li>- Describe how virtual routing is used to expand call centers.</li> <li>- Describe the differences between look-ahead interflow and enhanced look-ahead interflow.</li> <li>- Describe Network Routing and Network Deflection.</li> <li>- Describe the Best Service Routing feature in AXP On-Prem (formerly Avaya Aura® CC Elite).</li> <li>- Describe the Best Service Routing in a multisite environment.</li> </ul>
Service Level Maximizer (SLM)	- Describe the Service Level maximizer (SLM)
Business Advocate	<ul style="list-style-type: none"> <li>- Describe the three fundamental questions for Business (BA) Addresses.</li> <li>- Describe the comparison between Business Advocate and the traditional Call Centers.</li> <li>- Describe Business Advocate features used to solve customer call center problems.</li> </ul>

## Avaya 7492X Sample Questions:

### Question: 1

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: 2

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: 3

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: 4**

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: 5**

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: 6**

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: 7**

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**

**Question: 8**

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: 9**

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: 10**

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**

## Study Guide to Crack Avaya AXP On-Prem (formerly Avaya Aura CC Elite) Support 7492X Exam:

- Getting details of the 7492X 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 7492X 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 7492X 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 7492X 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 7492X practice tests is must. Continuous practice will make you an expert in all syllabus areas.

## Reliable Online Practice Test for 7492X Certification

Make NWExam.com your best friend during your Avaya AXP On-Prem (formerly Avaya Aura CC Elite) Support exam preparation. We provide authentic practice tests for the 7492X exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual 7492X 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 7492X exam.

**Start Online practice of 7492X Exam by visiting URL**

**<https://www.nwexam.com/avaya/7492x-avaya-axp-prem-formerly-avaya-aura-cc-elite-support>**