# AVAYA 7492X STUDY GUIDE PDF

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

## Details of the Exam-Syllabus-Questions

**7492X**

**Avaya AXP On-Prem (formerly Avaya Aura CC Elite) Support (ACSS-7492)**

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

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# Get an Overview of the 7492X Certification:

Who should take the **7492X exam**? This is the first question that comes to a candidate's mind when preparing for the AXP On-Prem (formerly Avaya Aura CC Elite) Support certification. The 7492X certification is suitable for candidates who are keen to earn knowledge on the Services and grab their Avaya AXP On-Prem (formerly Avaya Aura CC Elite) Support (ACSS-7492). When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But 7492X study guide PDF is here to solve the problem. 7492X PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

# Why Should You Earn the Avaya 7492X Certification?

There are several reasons why one should grab the 7492X certification.

- The AXP On-Prem (formerly Avaya Aura CC Elite) Support certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the **Avaya AXP On-Prem (formerly Avaya Aura CC Elite) Support (ACSS-7492)** is a powerful qualification for a prosperous career.

# What Is the Avaya 7492X AXP On-Prem (formerly Avaya Aura CC Elite) Support Certification Exam Structure?

| 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 | **Avaya Learning Center**<br>**OR**<br>**Pearson VUE** |
| Sample Questions | **Avaya 7492X Sample Questions** |
| Practice Exam | **Avaya AXP On-Prem (formerly Avaya Aura CC Elite) Support (ACSS-7492) Practice Test** |

# Enhance Knowledge with 7492X Sample Questions:

## Question: 1

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: 2

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: 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

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: 5

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: 6

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: 7

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: 8

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: 9

In a multi-site Best Services Routing (BSR) configuration, what is purpose of 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: 10

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**

# What Study Guide Works Best in Acing the Avaya 7492X AXP On-Prem (formerly Avaya Aura CC Elite) Support Certification?

The 7492X study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

## Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the AXP On-Prem (formerly Avaya Aura CC Elite) Support exam, getting in full touch of the **syllabus** is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

## Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

## Get Expert Advice from the Training:

Do not forget to join the Avaya 7492X training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

## Get Access to the PDF Sample Questions:

If your study material is in a **PDF format** or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

## Avoid Dumps and Utilize the Avaya 7492X Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform

well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, 7492X practice tests always stand out to be the better choice than dumps PDF.

## Avail the Proven 7492X Practice Test for Success!!!

Do you want to pass the 7492X exam on your first attempt? Stop worrying; we, NWExam.com are here to provide you the best experience during your Avaya AXP On-Prem (formerly Avaya Aura CC Elite) Support preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium **7492X practice tests**. Our expert-designed questions help you to improve performance and pass the exam on your first attempt.