



**Vendor:** Avaya

**Exam Code:** 7391X

**Exam Name:** Avaya Aura® Call Center Elite and Call Center Elite Multichannel Implementation Exam

**Version:** 18.111

**QUESTION 1**

A customer with Avaya Aura?Call Center Elite Multichannel is ready to install and configure Elite Multichannel Reporting.

Which step must be performed first?

- A. Configure Microsoft SQL reporting services
- B. Configure Media Director for reporting services
- C. Deploy Application Management services
- D. Create the ASContact database

**Answer: A**

**QUESTION 2**

A customer with Avaya Aura?Call Center Elite Multichannel manages the tasks associated with scheduled reports through the reporting application.

What is an alternative location for managing scheduled tasks?

- A. Elite Multichannel Control Panel
- B. Application Management Services
- C. Elite Multichannel Desktop
- D. Configuration Manager

**Answer: A**

**QUESTION 3**

A customer with Avaya Aura?Call Center Elite Multichannel would like to see the captured information for a scheduled job, to see whether or not it was successfully executed, and the time the success or failure occurred.

Which component is responsible for tracking this information?

- A. Media Director
- B. Task Director
- C. License Director
- D. Application Management Director

**Answer: B**

**QUESTION 4**

Which database does the Elite Multichannel Reporting application use to store tasks?

- A. The ASMedia Store database
- B. The ASMSDataX database
- C. The ASMSControl database
- D. The ASContact database

**Answer: A**

**QUESTION 5**

A customer wants to change the properties of an application. Which server would the customer

use to communicate with the Central repository for all the applications?

- A. the Media Server
- B. the Configuration Server
- C. the Call Routing Server
- D. the XML Server

**Answer: D**

#### **QUESTION 6**

The configuration server manager adds agents and supervisors to the Avaya Aura?Call Center Elite Multichannel Database.

In which database are these details stored?

- A. ASContact database
- B. ASMS Control database
- C. ASMSDataX database
- D. ACS database

**Answer: B**

#### **QUESTION 7**

A Configuration Client accepts command line parameters that dictate where it retrieves information for the desktop applications.

What are three possible information sources? (Choose three.)

- A. the system registry
- B. the Elite Multichannel reporting application
- C. the local configuration file
- D. the AES Client
- E. the Configuration Server

**Answer: ACE**

#### **QUESTION 8**

What is required for a customer to create an ASMSControl database?

- A. access to the Control Panel; a login for the SQL server where the new database will reside
- B. access to the XML Server; a login to the SQL server where the new database will reside
- C. access to Application Management Director; a login to the Development Server where the new database will reside
- D. access to Elite Multichannel Desktop with a supervisor plug-in; a login to the Development Server where the new database will reside

**Answer: D**

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