

6201.1^{Q&As}

Avaya Contact Center on Avaya Aura(TM) Communication Manager and Avaya Call Management System Implementation Exam

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QUESTION 1

A technician has loaded Avaya Terminal Emulator on a customer's PC, and is trying to connect the CMS when it times out. A ping is tried, with no response.

What is a possible cause of this problem?

- A. The wrong version of Avaya Terminal Emulator has been loaded on the PC.
- B. Avaya Terminal Emulator is being used on an unsupported operating system.
- C. Avaya Terminal Emulator did not load correctly and needs to be reloaded.
- D. There is a firewall between the PC and the CMS.

Correct Answer: A

QUESTION 2

In which communication method form is the Call Distribution Method (for example, Expert agent Distribution Last Occupied Agent)

- A. Agent Login ID form
- B. Hunt Group form
- C. VDN form
- D. Vector form

Correct Answer: C

QUESTION 3

Which program is a custom application on the CMS?

- A. Avaya Visual Vectors Client
- B. Avaya Supervisor
- C. Alarm Origination Manager
- D. High Availability Admin Sync

Correct Answer: C

CMS customers can use Alarm Admin to view the list of current active AOM alarms.

QUESTION 4

Which two Communication Manager features does the VAL circuit pack support? (Choose two.)

- A. Music-on-hold
- B. Voice over IP
- C. Integrated Announcements
- D. Local Announcements

Correct Answer: AC

Explanation: Answer is A,C (SUPPORT LIST)

-

Analog Music-On-Hold

-

Attendants

-

Modem Pool Convrsion Resources

-

TAAS Port

-

Stations (Digital, display, BRI, etc.)

-

Analog Announcements

-

Analog External Alarm Port

-

EAS Agent Login Ids

-

ACD Agents

QUESTION 5

When connecting the service PC to S8800, the cable connects the System Management Ethernet connector port.

Which port is used when hooking the monitor to the CMS T5220?

- A. SER MGT Port
- B. NET MGT Port
- C. NET 1Port
- D. XVR-300XB port

Correct Answer: A

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