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

The customer has both BCMS and CMS at a contact center

What is the major difference that could affect call data?

A. CMS records the call at the start of the call, and BCMS records the calf at the end

B. BCMS records the call at the start of the call, and CMS records the call at the end.

C. BCMS will not collect data if the link to the CMS is down.

D. BCMS holds data longer than CMS

Correct Answer: B

QUESTION 2

Which three are settings for Vector Variables? (Choose three)

A. Scope

B. Length

C. Stop Position

D. Assignment

E. Action

Correct Answer: ABD

QUESTION 3

Which announcement type resides in a TN2501AP circuit pack, and supports recording locally from a telephone, or can use generated wayannouncement fifes?

A. External

B. Adjunct

C. Local

D. Integrated

Correct Answer: D

1.

 Ensure that the announcement administration is complete.

You must assign a name to the file before you can record an announcement. Formore information, see

Adding/changing/displaying or removing announcementextensions.

2.

 If you are replacing a TN750C announcement circuit pack with the TN2501AP circuitpack or media gateway v VAL source:

•

 Get a list and a description of the announcements that are stored on theTN750C circuit pack.

•

 Rerecord the announcements on a computer or at a professional recordingstudio as .wav files (CCITT Law [pronounced "mu-Law"] or A-Law, 8-KHz,8-bit mono), so that the files are ready to transfer to the new announcementsource after the announcement source is installed and administered.

3. If you replace an older TN750 announcement

QUESTION 4

What is the purpose of class of service (COS) administration of Contact Centre?

A. COS ensures that the most skilled agent receivescallsfirst.

B. COS isused to restrict calls between incoming and outgoing trunk groups.

C. COS restricts the calls a user can make and receive.

D. COS defines which features an agent may access.

Correct Answer: D

QUESTION 5

A customer has 3 ACDs onCMS. ACD1 is in the Eastern timezone;ACD2is the central time zone, and ACD3 is the Pacific Time zone. TheMaster clack is in the Central time zone. The users look at a historical daily report for ACD3 and the total calls are less than the intervaltotals for the sameskill and date.

Whichstatement describes why they donot match?

A. The nightly archiverforACD3 failed to run successfully.

B. The nightly backup was in contention far the nightly archiver forACD3.

C. The nightly archiver far ACD3 ran before the day ended and only archived part of the day.

D. The nightly archivers far ACD1 and ACD2 have not completeyet.

Correct Answer: C

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