

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

Which Advocate feature allows a customer to prioritize calls queued to a single stall and deliver a tiered service level?

- A. Vector queuing priorities
- B. Dynamic Threshold Adjustment
- C. Dynamic Queue Position
- D. Service Objective

Correct Answer: A

QUESTION 2

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

- A. COS ensures that the most skilled agent receives calls first.
- B. COS is used 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 3

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

- A. Scope
- B. Length
- C. Stop Position
- D. Assignment
- E. Action

Correct Answer: ABD

QUESTION 4

A customer has 3 ACDs on CMS. ACD1 is in the Eastern time zone; ACD2 is the central time zone, and ACD3 is the Pacific Time zone. The Master clock is in the Central time zone. The users look at a historical daily report for ACD3 and the total calls are less than the interval totals for the same skill and date.

Which statement describes why they do not match?

- A. The nightly archiver for ACD3 failed to run successfully.
- B. The nightly backup was in contention for the nightly archiver for ACD3.
- C. The nightly archiver for ACD3 ran before the day ended and only archived part of the day.
- D. The nightly archivers for ACD1 and ACD2 have not completed yet.

Correct Answer: C

QUESTION 5

Which application or menu can be used for creating an ACD on CMS?

- A. cms adm
- B. cmssvc
- C. CMS-Supervisor
- D. CMS-Terminal

Correct Answer: C

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