

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 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

QUESTION 2

The CMS has been checked and the link to the CM is down. The message shown in the log is "PBX switch mismatch. Check the switch setup".

What does this message mean?

- A. The wrong type of Communication Manager has been installed and the correct server will need to be ordered.
- B. The wrong Communication Manager version on the CMS has been selected.
- C. The wrong CMS has been installed and the correct server needs to be ordered.
- D. This message can be ignored as it is not the reason the link is down.

Correct Answer: C

SHOULD BE C (I The wrong cms package instance is used then correct server needs to be ordered.)

QUESTION 3

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 4

A small but growing software firm is currently subcontracting a call centre to answer its technical support calls. The contact with the agency limits the number of simultaneous tech support calls to 50.

Which vectoring option provides the capability to limit the number of active calls and send the surplus to a busy treatment?

- A. expected Wait Time (EWT)
- B. VDN counted calls
- C. Activate on oldest call waiting
- D. Target service level

Correct Answer: D

An incoming call to the switch with Call Vectoring enabled is first directed to a Vector Directory Number (VDN). A VDN is an internal telephone number that, in turn, directs the call to a specific vector. The VDN represents the call type or category (for example: billing, customer service, and so on), and thus, it defines the service desired by the caller. Multiple VDNs may point to the same or to different vectors, depending upon

QUESTION 5

For data to be available universally, the "measured" field in CM must be administered to which setting?

- A. Measured: survivable
- B. Measured: internal
- C. Measured: external
- D. Measured: both

Correct Answer: D

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