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 communication manager option on the communication manager gives the customer call centre capabilities?

A. Expert Agent Selection (EAS)

B. Automatic Call Distribution (ACD)

C. BestService Routing (BSR)

D. Least Occupied Agent (LOA)

Correct Answer: B

QUESTION 2

Which Contact Center feature uses advanced algorithms, predictive technology and customer objective to efficiently route calls to agents?

A. ASA-Average Speed of Answer

B. Percentin Service Level

C. EWT-Expected Wait Time

D. Avaya Business Advocate

Correct Answer: D

QUESTION 3

A home shaping company advertises special offers to shapers whoplace orders on Sundays. Sunday callers are routed a message that describesthe special offer before the call is connected; to an agenttotake the order. The vector contains a conditionalstepto test for the day of week (goto step11 if D=1 (Sunday) and step 11 plays the specialoffer message).

WhichCall Vectoring feature allows letters tobe used as conditions or thresholds in many vector commands?

A. Variables in Vectors

B. Call Prompting

C. Adjunct Routing

D. Call Classification

Correct Answer: A

QUESTION 4

Which statement describes the two types of backups, CMSADM and Maintenance,that are onCMS system?

A. MSAOM backup is backing up CMS Administratordatabase portion, while Maintenance backup holds the Historical Call Data of thecallcenter

B. ADM backup includes all Solaris system files and installed programs except CMS database, while Maintenance backup carries CMS database content

C. Maintenance backup is an incremental backup, while CMSADM is a full backup otherwisethere is no difference

D. Tape backup is called CMSADM, while network backup is referred as Maintenance.

Correct Answer: D

The process of protecting data by writing the contents of the disk to a tape that canbe removed from the computer and stored safely. A spare copy of data or softwarethat you keep in case the original is damaged or lost. CMS provides three differenttypes of backups: CMSADM File System Backup, CMS Full Maintenance Backup,and CMS Incremental Maintenance Backup.)

QUESTION 5

A customer wants to optimize agent resources while also servicing calls inqueue. Which Advocate feature will meetthis requirement? I

A. Percent Allocation Distribution

B. Dynamic Queue Position

C. Predicted Waft Time

D. Service Objective

Correct Answer: D

QUESTION 6

How are feature packages, like External Call History or Forecasting, installed an a CMS system?

A. Using cms admmenu:, pkg_install option

B. Usingcmssvc menu,pkg_installoption

C. Using CMS main menu, System Setup menu, Package management option

D. From Solaris shell as root by issuing \\'pkgadd -d \\' command

Correct Answer: A

The corresponding package needs to be installed. Feature packages are installed via thepkg_installoption of theCMSAdministration menu.

QUESTION 7

Given the use of default netmask, which set of IP addresses would be valid networkaddress for two network cards in a CMS system?

A. 135.9.86.54 192.168.2.2

B. 135.9.86.54 135.9.56.56

C. 192.168.2.3 192.168.2.2

D. 135.9.86.54 135.9.86.58

Correct Answer: C

QUESTION 8

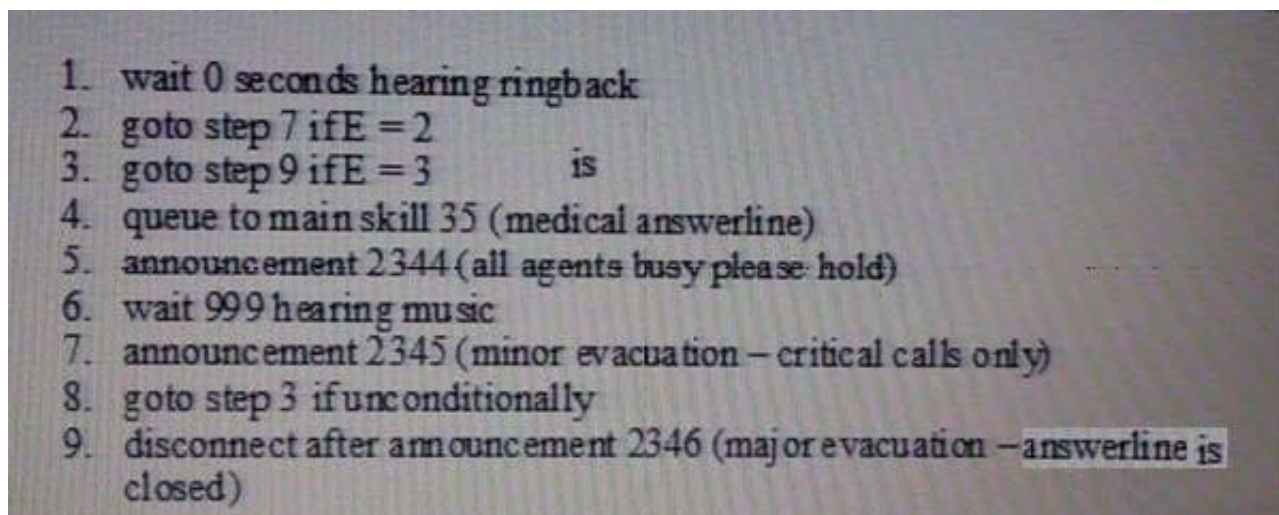Which Call Center package includes Expert Agent Selection(AES)?]

A. Call Center Basic

B. Call Center Elite

C. Call Center Standard

D. Call Center Introductory

Correct Answer: B

QUESTION 9

Click the exhibit button A Miami basedmedical center is defining evacuation procedures for severe weather conditions The center has decided to plan for two types evacuations, major and minor During a minor evacuation; the center willstaff only a few medical answer line agents to answer critical callsmajor evacuation the answer line will not be staffed instead of reaching alive agent, callers willreceive a pre-recordedinformation

1. wait 0 seconds hearing ringback
2. goto step 7 if E = 2
3. goto step 9 if E = 3   is
4. queue to main skill 35 (medical answerline)
5. announcement 2344 (all agents busy please hold)
6. wait 999 hearing music
7. announcement 2345 (minor evacuation – critical calls only)
8. goto step 3 if unconditionally
9. disconnect after announcement 2346 (major evacuation – answerline is closed)

Inthe example vector segment, what is represented by the Ein steps 2 and 3?

A. E is a standard vector code for evacuation

B. E has been administered as a Feature Access Code

C. Ehas a vector variable that is changed when an evacuation is required

D. E is assigned to a VDN that routes calls to an evacuation vector

Correct Answer: C

QUESTION 10

A small but growing software firm is currently subcontracting a call centre to answer itstechnicalsupport 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 sendthe surplus to a busy treatment?

A. expected Wait Time (EWT)

B. VDN counted calls

C. Activate on oldest call waiting

D. Targetservice level

Correct Answer: D

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

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