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 three are settings for Vector Variables? (Choose three)

A. Scope

B. Length

C. Stop Position

D. Assignment

E. Action

Correct Answer: ABD

QUESTION 2

What is the term of an extension that routes calls to specific vector?

A. Vector Routing Number (VRN)

B. Hunt Group Number (HGN)

C. Routing Directory Number (RDN)

D. Vector Directory Number (VDN)

Correct Answer: D

QUESTION 3

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 4

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

QUESTION 5

A customer needs help with maintaining service level targets.

Which Advocate feature will make automated adjustments to overload settings?`

A. Dynamic Threshold Adjustment

B. Service Objective

C. Dynamic Percent Allocation

D. Vector Queuing Priorities

Correct Answer: A

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