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

The file that indicates link status has been checked. The link is down and will not come up. The following message appears

PBX Configuration mismatch,Switch has: 100 agents 23 splits 10 trunks 5 trunk groups *100 VDNs

What can be done to solve this problem?

A. Increase the number of VDNs on the Communication Manager

B. Increase the FreeSpace Allocation on the CMS

C. Increase the File System Partition size on the CMS.

D. Increase the Data Storage Allocation on the CMS.

Correct Answer: D

QUESTION 3

Which two statements describe why CMS and BCMS reports reflect different data? (Choose two)

A. BCMS is interval based and CMS is call based.

B. BCMS receives data internally and stores data in a volatile switch memory.

C. CMS resides on an external server and stores data on a hard disk, and-has much larger capacities and reporting capabilities.

D. Repeated use of vu-statsbuttons will decrease the level of information in the BCMS internal data.

Correct Answer: AC

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QUESTION 4

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 5

Agent 20042, a scenario mortgage specialist, is assigned 5 skills.

Which two ways can the agentidentify the type of call that being delivered? (Choose two.)

A. by the Skill whisper announcementbefore call: is delivered

B. by the flashing skill button on the telephone set

C. by the VDN of Origin announcement before call is delivered

D. by the telephone display (a = Originator Name to VDN)

Correct Answer: CD

SHOULD BE C,D(Once skills are assigned to VDNs and to agents, calls are directed to the appropriate

vector.

The goal of the warranty service call center is to answer 80% of the incoming calls within 20seconds.

Accordingly, if a call that is directed to a vector is not answered by the time theannouncement finishes, a

second group of agents is viewed, thus enlarging the agent pool. Ifthe call is not answered within the

following 10 seconds, a third group of agents is viewed.)

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