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Avaya Contact Center on Avaya Aura(TM) Communication Manager and Avaya Call Management System Implementation Exam

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QUESTION 1

In an active non-Expert agent selection (AES) environment, what is each hunt group known as?

A. Agent

B. Split

C. Skill

D. Vector

Correct Answer: B

Answer is B (Non-Expert Agent Selection allows an agent to log into individual splits (a split is a group of agents with knowledge of a certain service,)

QUESTION 2

To activate, which three options require an Avaya authorization password? (Choose three) A. simultaneous CMS Supervisor logins

B. the number of agents thatthe CMS can report on

C. the number of users that can be administered in the CMS

D. the number of ACDs thatthe CMS system can monitor

E. features assigned to each user

Correct Answer: ABD

WHY B(Enter the number of simultaneous Avaya CMS Supervisor logins the customer has purchased (2maximum): (default: 2))

QUESTION 3

A customer just upgraded their CMS to release R16 from release Rt4. The switch is releaseCM4 and is not going to be upgraded to CM 6untilnextweek

When the switch is upgraded, what needs to happen before the link will come up using theCM6 protocol?

A. Only the reporting adjunct in the switch needs to be changed to R16 CMS.

B. Only the switch release in the CMS needs to be changed to CM6.

C. Both the reporting adjunct the switch and the switch release in the CMS need to be updated

D. It is not necessary fareither the reporting adjunct orthe switch release to change.

Correct Answer: C

QUESTION 4

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.)

QUESTION 5

When connecting the service PC to S8800, the cable connects the System Management Ethernet connector port.

Which port is used when hooking the monitor to the CMS T5220?

A. SER MGT Port

B. NET MGT Port

C. NET 1Port

D. XVR-300XB port

Correct Answer: A

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

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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

Far 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

QUESTION 8

Which three statements describe the benefits of Best Service Routing (BSR)? (Choose three.)

A. BSR decreases titer workload across sites.

B. BSR balances and improves service across enterprise.

C. BSR improves agent utilization.

D. BSR creates a virtualized pool of agent resources.

E. BSR follows a specified strategy far skill selection.

Correct Answer: BCE

SHOULD BE B,C,E(Increased revenue,Lower costs, Improvedcustomersatisfaction, Increasedperformance andmore efficienttrunk usage, BSR\\'s easyconfiguration, Improved agentproductivity, Increasedoperatingflexibility, easierstaffing andscheduling, Improved servicelevels)

QUESTION 9

In which communication method form is the Call Distribution Method (far example,Expert agent Distribution Last Occupied Agent)

A. Agent Login ID farm

B. Hunt Group farm

C. VDN farm

D. Vector farm

Correct Answer: C

QUESTION 10

Which three ways can be used to verify the CMS is collecting data from the Communication Manage? (Choose three)

A. The arrow an the CMS menu is up

B. From the CMS menu. Maintenance Connection Status shows a link operational.

C. The /cms/install/logdir/admin. log shows a link is operational.

D. The /cms/pbx/3cd/spi.err shows calls being transmitted.

E. From the CMS menu, Maintenance: Error Log Report shows calls being transmitted

Correct Answer: ABC

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