



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**

A technician has loaded Avaya Terminal Emulator on a customer's PC, and is trying to connect the CMS when it times out. A ping is tried, with no response.

What is a possible cause of this problem?

- A. The wrong version of Avaya Terminal Emulator has been loaded on the PC.
- B. Avaya Terminal Emulator is being used on an unsupported operating system.
- C. Avaya Terminal Emulator did not load correctly and needs to be reloaded.
- D. There is a firewall between the PC and the CMS.

Correct Answer: A

QUESTION 2

Which two Advocate features address the condition called the Supervisor Shuffle? (Choose two)

- A. Vector queuing priority
- B. Service Objective
- C. Predicted Wait Time
- D. Reserve Agent

Correct Answer: CD

The Inter Network Region Connection Management form for the inter-network region might have G.729.

QUESTION 3

Given the use of default netmask, which set of IP addresses would be valid network addresses 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 4



In an active Expert Agent Selection (EAS) environment, what is each hunt group known as?

- A. Agent
- B. Skill
- C. Split
- D. Vector

Correct Answer: B

SHOULD BE B(INHunt Group ScreenIf EAS is enabled, the Skill? and Vector? fields must be set toy.)

QUESTION 5

The customer has both BCMS and CMS at a contact center

What is the major difference that could affect call data?

- A. CMS records the call at the start of the call, and BCMS records the call at the end
- B. BCMS records the call at the start of the call, and CMS records the call at the end.
- C. BCMS will not collect data if the link to the CMS is down.
- D. BCMS holds data longer than CMS

Correct Answer: B

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