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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

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 calf 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

QUESTION 2

Whichtwostatements about scheduling backups with theTimetable feature are true? (Choose two)

A. Timetable can be used to schedule a LAN backup of the customer\\'s data.

B. A Timetable should be scheduled to perform a Maintenance backup when the CMS is feast b

C. A Maintenance Backup Timetable is shipped with the CMS system but itis not scheduled.

D. Timetable can be used to schedule a LAN backup of the customer\\'s system.

E. A Timetable can be scheduled using CMS Supervisor or ASCII CMS.

Correct Answer: BC

QUESTION 3

Far a sales campaign, the customer created a new VDN 4000 withthe names "Sales C". when running in Avaya CMS supervisor, it does notshow the VDN name, only the number.

Whatmust be done to see the name in the report?

A. Refer to the system parameter feature in the Communication manager and activate "Send names" in the reporting adjunct section.

B. In Avaya CMS Supervisor, refer to the User Permissions andassign read permissions to the user.

C. In Avaya CMS Supervisor, refer to theDictionaryand assignthe names to the new objects.

D. On the CMS cmssvc menu, display the authorizations to check if "Global Dictionary" is set.

Correct Answer: C

The number or name of the VDN for which the report shows data. The VDN is associated with the ACD call in progress. If a name has been assigned to the VDN in the Dictionary,the name displays instead of the number.

QUESTION 4

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 5

Which announcement type resides in a TN2501AP circuit pack, and supports recording locally from a telephone, or can use generated wayannouncement fifes?

A. External

B. Adjunct

C. Local

D. Integrated

Correct Answer: D

1.

 Ensure that the announcement administration is complete.

You must assign a name to the file before you can record an announcement. Formore information, see

Adding/changing/displaying or removing announcementextensions.

2.

 If you are replacing a TN750C announcement circuit pack with the TN2501AP circuitpack or media gateway v VAL source:

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 Get a list and a description of the announcements that are stored on theTN750C circuit pack.

·

 Rerecord the announcements on a computer or at a professional recordingstudio as .wav files (CCITT Law

[pronounced "mu-Law"] or A-Law, 8-KHz,8-bit mono), so that the files are ready to transfer to the new announcementsource after the announcement source is installed and administered.

3. If you replace an older TN750 announcement

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