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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

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 2

Which command is used to find the current CMS release?

A. pkginfo-x cms

B. pkginfo -p cm

C. pkginfocms

D. pkginfo -r cms

Correct Answer: D

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

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

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

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:

•

 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

QUESTION 7

Which three are settings for Vector Variables? (Choose three)

A. Scope

B. Length

C. Stop Position

D. Assignment

E. Action

Correct Answer: ABD

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

Which Communication Manager SAT command provides alist ofvectors thatcontaina specific variable?

A. Monitorvariables

B. Listtrace variables

C. displayvariables

D. list usage variable

Correct Answer: D

(list usage button-type | digit-string | extension | holiday-table |hunt-group| ip- address | node-name | variables | vector)

QUESTION 10

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

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