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

Click the exhibit button A Miami basedmedical center is defining evacuation procedures for severe weather conditions The center has decided to plan for two types evacuations, major and minor During a minor evacuation; the center willstaff only a few medical answer line agents to answer critical callsmajor evacuation the answer line will not be staffed instead of reaching alive agent, callers willreceive a pre-recordedinformation
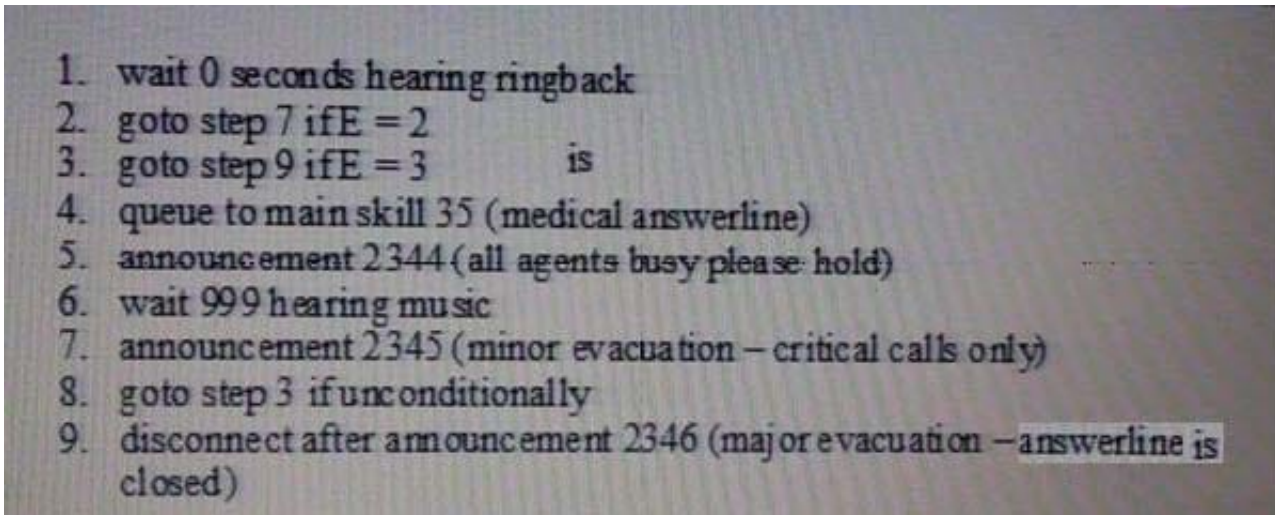
Inthe example vector segment, what is represented by the Ein steps 2 and 3?

A. E is a standard vector code for evacuation

B. E has been administered as a Feature Access Code

C. Ehas a vector variable that is changed when an evacuation is required

D. E is assigned to a VDN that routes calls to an evacuation vector

Correct Answer: C

QUESTION 2

Which Contact Center feature uses advanced algorithms, predictive technology and customer objective to efficiently route calls to agents?

A. ASA-Average Speed of Answer

B. Percentin Service Level

C. EWT-Expected Wait Time

D. Avaya Business Advocate

Correct Answer: D

QUESTION 3

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 4

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 5

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

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