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

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

A. Scope

B. Length

C. Stop Position

D. Assignment

E. Action

Correct Answer: ABD

QUESTION 3

A customer has 4 ACDs created on the CMS and requests changes on the communication link settings for the ACD 1

How is this accomplished?

A. cmssvc turn cms off but leave ids on; cm-save delete AC01; cmsscreate ACD1 with new options.

B. All changes are made inthe CM using the change cam proc screen

C. cmssvcturn cms off but leave idson,emssve switch setup; make needed changed to ACD 1

D. emssve change authorizations; make needed changes to authorization

Correct Answer: C

QUESTION 4

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

QUESTION 5

A customer has 3 ACDs onCMS. ACD1 is in the Eastern timezone;ACD2is the central time zone, and ACD3 is the Pacific Time zone. TheMaster clack is in the Central time zone. The users look at a historical daily report for ACD3 and the total calls are less than the intervaltotals for the sameskill and date.

Whichstatement describes why they donot match?

A. The nightly archiverforACD3 failed to run successfully.

B. The nightly backup was in contention far the nightly archiver forACD3.

C. The nightly archiver far ACD3 ran before the day ended and only archived part of the day.

D. The nightly archivers far ACD1 and ACD2 have not completeyet.

Correct Answer: C

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