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 integratesthecustomer\\'snetwork and links the CM reference between CM and CMS is greater than 24 hours.

Whatcan be done to fix the problem?

A. Shutdown the CMS to the ak prompt level and adjust the BIOS time.

B. Run the script /cms/install/autotime to synchronize the Communication Manager\\'s time to the CMS

C. In. CMS, login as root and use the /cms/datesync command to sync the CMS and CM time.

D. FromSolarislogin as root and use the date command

Correct Answer: D

(# Backup Database name, login name and password BackUpDBName=MVCDRSBACKUP BackUpUName=root BackUpUPassword=)

QUESTION 2

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 3

After configuring a CMS system,which log file needs to he checked to verify set has completed successfully?

A. /cms/install/logdir/adminlog

B. /var/adm/messages

C. /cms/install/canfig.sog

D. /var/log/cms_nstall.log

E. /tmp/install.log

Correct Answer: A

QUESTION 4

At the Quick Credit call center\\'s new location, all agent telephone sets will be administered with the same button configuration.

Which method can the administrator use to quickly create the telephone sets?

A. Use CMS to perform the bulk administration of telephone sets and buttons.

B. Use the add station next CM SAT command to program each telephone set and assign buttons

C. Create a template telephone set and use the duplicate station xxxx CM SAT command

D. Create a template telephone set and use the qcopy stationxxxxCM SAT command

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:

•

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

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 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