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

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 2

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 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

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 5

During implementation testing, the technician notices that the communication manager display events command shows number of entries for "Event type 30, No TTR available" upon further investigationthe technician finds that the TTR has not yet been installed.

Which vectorcommandfailed (causing the Event Type 30) because there was no TTR?

A. queue-to

B. converse-on

C. collect-digits

D. route-to-digits

Correct Answer: A