

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 Call Center package includes Expert Agent Selection(AES)?]

- A. Call Center Basic
- B. Call Center Elite
- C. Call Center Standard
- D. Call Center Introductory

Correct Answer: B

QUESTION 2

Agents in the Quick Creditcall center often give customers there extension number when a return call is required. The main message instructsthose who know their party\\'s extension to enteritat any time.

Which two vectorcommandsare used to route the call? (Choose two.)

- A. Collect digits
- B. Messaging skill
- C. Route-tonumber
- D. Route-todigits
- E. Converse-on skill

Correct Answer: AD

QUESTION 3

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 4

The file that indicates link status has been checked. The link is down and will not come up. The following message appears

PBX Configuration mismatch,Switch has: 100 agents 23 splits 10 trunks 5 trunk groups *100 VDNs

What can be done to solve this problem?

- A. Increase the number of VDNs on the Communication Manager
- B. Increase the FreeSpace Allocation on the CMS
- C. Increase the File System Partition size on the CMS.
- D. Increase the Data Storage Allocation on the CMS.

Correct Answer: D

QUESTION 5

The CMS has been checked and the link to the CM is down. The message shown in the log is "PBX switch mismatch. Check the switch setup".

What does this message mean?

- A. The wrong type of Communication Manager has been installed and the correct server will need to be ordered.
- B. The wrong Communication Manager version on the CMS has been selected.
- C. The wrong CMS has been installed and the correct server needs to be ordered.
- D. This message can be ignored as it is not the reason the link is down.

Correct Answer: C

SHOULD BE C (I The wrong cms package instance is used then correct server needs to be ordered.)

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