



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

What is the purpose of class of service (COS) administration of Contact Centre?

- A. COS ensures that the most skilled agent receives calls first.
- B. COS is used to restrict calls between incoming and outgoing trunk groups.
- C. COS restricts the calls a user can make and receive.
- D. COS defines which features an agent may access.

Correct Answer: D

QUESTION 2

CMS Supervisor user forgot their password.

What must he do to reset a password in CMS?

- A. Perform a manual login from CMS Supervisor and execute the passwd command for that user.
- B. Log in as a CMS administrative user and execute the passwd command for that user.
- C. Write permission to the System Setup feature and write permission to UNIX.
- D. Log in as root and execute the password command for that user.

Correct Answer: D

QUESTION 3

Which two Advocate features address the condition called the Supervisor Shuffle? (Choose two)

- A. Vector queuing priority
- B. Service Objective
- C. Predicted Wait Time
- D. Reserve Agent

Correct Answer: CD

The Inter Network Region Connection Management form for the inter-network region might have G.729.

QUESTION 4

Which program is a custom application on the CMS?



- A. Avaya Visual Vectors Client
- B. Avaya Supervisor
- C. Alarm Origination Manager
- D. High Availability Admin Sync

Correct Answer: C

CMS customers can use Alarm Admin to view the list of current active AOMalarms.

QUESTION 5

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,))

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