



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 for skill selection.

Correct Answer: BCE

SHOULD BE B,C,E (Increased revenue, Lower costs, Improved customer satisfaction, Increased performance and more efficient trunk usage, BSR's easy configuration, Improved agent productivity, Increased operating flexibility, easier staffing and scheduling, Improved service levels)

QUESTION 2

A company is migrating from R14 CMS with 3 ACDs to R16.1 CMS. They are not using ACD2 any more, so they are not planning to migrate it. Instead they want current ACD3 to be ACD2 on the new system.

How can they achieve this?

- A. They need to set the ACD they want to migrate, to the ACD spare on the new system on the CMS migration form.
- B. They need to save each ACD to separate tapes and migrate them one by one to the appropriate ACD spaces.
- C. They need to involve Avaya Professional Services, as this can not be done with standard migration procedure.
- D. They need to backup only the two ACDs they want to migrate. The migration procedure on the new system will place them automatically.

Correct Answer: B

QUESTION 3

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 4

When connecting the service PC to S8800, the cable connects the System Management Ethernet connector port.

Which port is used when hooking the monitor to the CMS T5220?

- A. SER MGT Port
- B. NET MGT Port
- C. NET 1Port
- D. XVR-300XB port

Correct Answer: A

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.

-

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

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