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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

Which two statements about CMS and CM connectivity are true? (Choose two)

A. The switch can have a direct-connect to the CMS

B. The switch and CMS can he connected through a network.

C. If the switch uses a CLAN card, the switch must be direct-connected tothe CMS

D. If the switch uses a processor Ethernet instead of a CLAN card,it must use adirect connect to the CMS through a network.

Correct Answer: BC

QUESTION 3

What is the term of an extension that routes calls to specific vector?

A. Vector Routing Number (VRN)

B. Hunt Group Number (HGN)

C. Routing Directory Number (RDN)

D. Vector Directory Number (VDN)

Correct Answer: D

QUESTION 4

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 5

Which packet is needed to have skill available instead of hunt groups?

A. Elite with EAS

B. Standard with EAS

C. Premium

D. Silver

Correct Answer: A

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