



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

In which communication method form is the Call Distribution Method (for example, Expert agent Distribution Last Occupied Agent)

- A. Agent Login ID form
- B. Hunt Group form
- C. VDN form
- D. Vector form

Correct Answer: C

QUESTION 2

A technician integrates the customer's network and links the CM reference between CM and CMS is greater than 24 hours.

What can 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. From Solaris login as root and use the date command

Correct Answer: D

(# Backup Database name, login name and password BackUpDBName=MVCDRSBACKUP BackUpUName=root BackUpUPassword=)

QUESTION 3

Which command is used to find the current CMS release?

- A. pkginfo-x cms
- B. pkginfo -p cm
- C. pkginfo cms
- D. pkginfo -r cms

Correct Answer: D



QUESTION 4

A customer has purchased 5200 agent licenses and each agent has been assigned at least 3 skills.

Which two values would be a valid Data Storage Allocation entry for "Maximumagents lagged in"? (Choose two)

- A. 10400
- B. 15600
- C. 100000
- D. 500000

Correct Answer: BC

SHOULD BE B,C ($5200*3=15600$. AND 100000)

The number of agents that can log into the same split/skill is limited by the maximum Members per Grouplimits. Maximum agent limits are reduced by the number of non-ACD members and AAS ports administeredand, with non-EAS, the additional splits assigned to agents that are not logged into.

QUESTION 5

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)