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QUESTION 1

A customer has 3 ACDs onCMS. ACD1 is in the Eastern timezone;ACD2is the central time zone, and ACD3 is the Pacific Time zone. TheMaster clack is in the Central time zone. The users look at a historical daily report for ACD3 and the total calls are less than the intervaltotals for the sameskill and date.

Whichstatement describes why they donot match?

A. The nightly archiverforACD3 failed to run successfully.

B. The nightly backup was in contention far the nightly archiver forACD3.

C. The nightly archiver far ACD3 ran before the day ended and only archived part of the day.

D. The nightly archivers far ACD1 and ACD2 have not completeyet.

Correct Answer: C

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 thiscan not be done with standard migration procedure.

D. They need to backup only the two ACDs they want to migrate. The migration procedureon the newsystem will place themautomatically.

Correct Answer: B

QUESTION 3

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 4

A small but growing software firm is currently subcontracting a call centre to answer itstechnicalsupport calls. The contact with the agency limits the number of simultaneous tech support calls to 50.

Which vectoring option provides the capability to limit the number of active calls and sendthe surplus to a busy treatment?

A. expected Wait Time (EWT)

B. VDN counted calls

C. Activate on oldest call waiting

D. Targetservice level

Correct Answer: D

An incoming call to the switch with Call Vectoring enabled is first directed to aVector Directory Number (VDN). A VDN is an internal telephone number that, inturn, directs the call to a specific vector. The VDN represents the call type orcategory (for example: billing, customer service, and so on), and thus, it definesthe service desired by the caller. Multiple VDNs may point to the same or todifferent vectors, depending upon

QUESTION 5

Which two statements describe why CMS and BCMS reports reflect different data? (Choose two)

A. BCMS is interval based and CMS is call based.

B. BCMS receives data internally and stores data in a volatile switch memory.

C. CMS resides on an external server and stores data on a hard disk, and-has much larger capacities and reporting capabilities.

D. Repeated use of vu-statsbuttons will decrease the level of information in the BCMS internal data.

Correct Answer: AC

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