

Avaya 21260T

Avaya Administering Call Management System

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• Product Version

Latest Version: 6.0

Question: 1

What is the main purpose of scripting in Avaya CMS?

Response:

- A. To automate repetitive tasks and enhance system efficiency
- B. To create custom call routing plans
- C. To prevent unauthorized access to system features
- D. To manage agent schedules and shifts

Answer: A

Question: 2

When customizing the CMS dictionary, what should you ensure is consistent across all reports?

Response:

- A. Report time zones
- B. Definition of terms and metrics
- C. Agents' performance history
- D. Report formatting styles

Answer: B

Question: 3

Why is it important to monitor trunk group utilization in a call center?

Response:

- A. To monitor call agent activity
- B. To prevent overloading communication lines and maintain call quality
- C. To keep track of agent login times
- D. To ensure compliance with data protection standards

Answer: B

Question: 4

Which types of irregularities can be monitored using exceptions in Avaya CMS?

Response:

- A. System performance
- B. Agent absenteeism
- C. Call handling statistics like call length and wait time
- D. Call center revenue

Answer: C

Question: 5

Why is it important to properly administer trunk groups in a call center?

Response:

- A. To reduce system downtime
- B. To optimize the bandwidth usage and call quality
- C. To automate call transfer between agents
- D. To increase agent login times

Answer: B

Question: 6

How can vectors enhance the call management process in a call center?

Response:

- A. By automating call flows and decision-making
- B. By minimizing system downtime
- C. By automatically assigning agents to work shifts
- D. By controlling system hardware components

Answer: A

Question: 7

What are key considerations when administering agents in a call center environment?

(Select two)

Response:

- A. Assigning agents to skill groups based on their experience

- B. Monitoring the number of calls handled by each agent
- C. Limiting agent access to only one call queue
- D. Configuring agent work schedules within CMS

Answer: A,B

Question: 8

How are user permissions managed in Avaya CMS?
Response:

- A. By assigning roles based on job titles
- B. By configuring permission sets and assigning them to individual users or groups
- C. By integrating third-party authentication tools
- D. By controlling user access through system logs

Answer: B

Question: 9

When administering ACDs, what configuration elements should be considered?
(Select two)
Response:

- A. Call routing rules
- B. Server operating system compatibility
- C. Agent skillset definitions
- D. Data backup intervals

Answer: A,C

Question: 10

What are some potential challenges when managing multiple ACDs?
(Select two)
Response:

- A. Ensuring call distribution logic is consistent across all ACDs
- B. Monitoring call traffic for ACDs using different configurations
- C. Handling agent productivity across all ACDs
- D. Managing hardware failures within ACD systems

Answer: A,B

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