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Exam : 132-S-720.1

Title: Specialist Call Center
Implement and Support
Elective Exam

Version : Demo

1.You ask the Avaya Call Management System (CMS) administrator to increase the measured trunks. Since the administrator has not changed parameters before, CMS administration documentation must be accessed. Which three sections are needed to change parameters? (Choose three.)

- A. Free Space Allocation
- B. Data Storage Allocation
- C. Trunk Group assignment
- D. Data Collection
- E. Disk Allocation

Answer: A, B, D

2.A customer wants to know the definition of the Average ACD Time on the Historical Split Skill Summary Interval Report. Which documentation would you reference in order to obtain this information?

- A. Avaya Call Management System Supervisor Release 14 Reports
- B. Avaya CMS Supervisor Release 14 Report Designer
- C. Avaya CMS Capacities
- D. Avaya Call Management System Release 14 Administration

Answer: A

3.Your customer is implementing an AE Services 4 0 and has purchased the software only solution. What hardware and software must the customer provide?

- A. server hardware platform and Red Hat Enterprise Edition 3
- B. server hardware platform and Red Hat Enterprise Edition 4
- C. server hardware platform, Red Hat Enterprise Edition , and all third-party software required for AE
- D. Services server hardware platform, Red Hat Enterprise Edition 3. and all third-party software required for AE Services

Answer: B

4.Your customer is migrating their call center from basic ACD to EAS.

After the EAS feature has been licensed on the system, what are three tasks that must be completed to facilitate the EAS conversion? (Choose three.)

- A. EAS must be optioned on the Feature Related System Parameters form.
- B. The CMS (if present) switch administration for the ACO must be changed to support EAS.
- C. Queue Status Indicators must be re-administered.
- D. Agent work mode buttons on voice terminals must be modified.
- E. Administer hunt groups for Redirect on No Answer (RONA).

Answer: A, B, D

5.You are a team member assigned on a project to install a new Avaya S87XX Media Server and a new Avaya Call Management System (CMS). Who is responsible for identifying what equipment has arrived at the customers site?

- A. the field technician
- B. the client executive
- C. the program manager
- D. the remote field engineer (RFE)

Answer: A

6.The events table provides a list of events, a brief description that displays on the screen for the event, and a full explanation of the event. In what document can this table be found?

- A. Feature Description and Implementation for Avaya Communication Manager
- B. Administrator Guide for Avaya Communication Manager
- C. ACD Guide for Avaya Communication Manager
- D. Avaya Call Center Release 4.0 Call Vectoring and Expert Agent Selection (EAS) Guide

Answer: D

7.You have been assigned a project to add an ACD to an existing Avaya Call Management System (CMS). The customer has requested that Avaya provide a turn-key implementation Which three resources will you schedule? (Choose three)

- A. Communication solutions integration - provisioning
- B. Communicabon and Solution Integration (C&SI)
- C. software specialist
- D. on-site technician
- E. Network Integration Center (NIC)

Answer: A, B, D

8.A customer wishes to allocate the subnet 255.255252.0 to the 'Customer LAN network' on the CMS. Which file must be amended to ensure that this net mask is correctly allocated when the CMS system is rebooted?

- A. /etc/subnet
- B. /etc/netmasks
- C. /etcfnetworks
- D. /etcfhosts

Answer: B

9.You have just installed Avaya P Agent R-6 on the computers for all 150 agents. All of the computers can ping the Communication Manager (CM), but only 100 of the agents can log into their IP Agent station. What is the cause of this issue?

- A. The 'Maximum Concurrently Registered Stations' field on the 'System-parameters customer-options' screen is set to 100.
- B. The 'P Stations' field on the 'System-parameters customer-options' screen is set to 100
- C. The 'Multi-media Modem' field on the 'Change station' form is set to 'Enhanced'
- D. The 'Phone Feature' window on the 'Station Administration' form needs to be set to 'In'.

Answer: A

10.When turning on the CMS application an installation engineer receives the message shown:
'Check the System Tunable or CMS values and error rod flag MUST be set to 1 CMS cannot run without correct tunable values. Error occurred while processing request..... see /cmsinstalllogdir/admin.log for details'

Which file will require amending to resolve this problem?

- A. /etc/tunables
- B. /etc/system
- C. /cms/instance/tunables
- D. /etc/default/mirror

Answer: B

11. Your customer has commissioned agents who take both service related calls as well as sales opportunity calls. The agents receive a commission on all sales. Which Business Advocate feature would assure that agents are provided equal opportunity to take sales related calls?

- A. Service Objective
- B. Percentage Allocation Distribution
- C. Service Level Supervisor
- D. Reserve Agent

Answer: B

12. A customer adding a second ACD to an existing Avaya Call Management System (CMS). The customer also wants to add External Call History (ECH) capabilities and Network Printing Interfaces (NWI). The Multi-Site Routing Interface supports one 1CM Peripheral Gateway (PG) and DNS services. Which implementation affects service to the CMS?

- A. adding 1WP
- B. adding DNS services
- C. adding Multi-Site Routing
- D. adding ECH

Answer: D

13. Your customer wants to periodically adjust agent skill assignments and preferences automatically (without human intervention) based on real-time agent sales results in their CRM application.

Which solution would satisfy the requirement?

- A. Implement a custom CTI application which will change the agent skills.
- B. Pursue a custom application through Avaya CSI
- C. Use Avaya Site Administration Scheduling.
- D. Use CMS Supervisor scripting.

Answer: B

14. Your customer would like to be able to collect call center data when the enterprise fragments using a remote gateway. Since this is a small location, an LSP was installed to support the users. Which system would allow the customer to collect and then add data back to the main Call Management System (CMS)?

- A. HACMS
- B. Primary CMS
- C. BCMR-D
- D. Survivable CMS

Answer: D

15. Your client needs to address agent morale issues in their call center. These issues are tied to those

agents who staff a higher number of skills resulting in more time spent on ACO calls (also known as hot seats').

Which Avaya capability should be used to help eliminate 'hot seats' in a call center

- A. Auto-Reserve Agents
- B. Least Occupied Agent (LOA)
- C. Expert Agent Selection (EAS)
- D. Percent Allocation Distribution (PAD)

Answer: B

16. You are working an intermittent issue with Avaya IP Agent R6 and have enabled Event Logging on the end-user's computer to capture log files. You need to instruct the end-user how to insert an event mark in the log when the problem occurs.

Which keyboard combination do you have the end-user press to mark the event?

- A. Alt + M
- B. Alt + E
- C. Ctrl + E
- D. Ctrl+M

Answer: C

17. Which file is responsible for setting up a default route on a CMS system?

- A. /etc/hosts
- B. /etc/router
- C. /etc/defaultrouter
- D. /etc/netstat

Answer: C

18. For a High Availability CMS design supporting 4 ACDs with the CMS servers co-located with a local ACD, the customer should have available which of the following Ethernet switch port configurations to support the installation?

- A. 2 Ethernet switch ports at each remote Communication Manager location | Ethernet switch port for each Communication Manager co-located with a CMS server. 1 Ethernet switch port for each CMS server
- B. 1 Ethernet switch port for each Communication Manager and 2 Ethernet switch ports for the Primary and Secondary CMS servers.
- C. 2 Ethernet switch ports at each remote Communication Manager location. 1 Ethernet switch port for each Communication Manager co-located with a CMS server. 2 Ethernet switch ports for each CIViS server.
- D. 2 Ethernet switch ports at each Communication Manager location and 2 Ethernet switch ports for each CMS server (Primary and Secondary)

Answer: D

19. Your customer must be able to confirm that clients have input valid credit card numbers.

As a backup to using a custom CTI application, which vector variable should be used to validate account numbers?

- A. DIV

- B. SEL
- C. CATR
- D. MOD1O

Answer: D

20. You have just received a call from a customer that agent 6024 is no longer receiving calls for skill 6. The customer informs you that the agent was receiving calls yesterday for this skill. You display the agent login ID and inform the customer that skill 6 is no longer assigned in the agents profile. The customer wants to know when the agents profile was changed. Keep in mind that changes to agent profiles for this customer can only be made through the Media Server,

Which command would you use to determine when a change was made to this agents profile?

- A. display changes extension 6024
- B. list history
- C. display agent 6024
- D. displayevents 6024
- E. trace agents

Answer: B

21. Your customer wants the ability to automatically notify Avaya Call Management System (CMS) Supervisors when there are excessive calls in queue to be answered. A possible solution is to implement the Communication and Solution Integration CMS Supervisor Threshold Paging Package
Which condition must be met for the CMS Supervisor Threshold Paging Package to work?

- A. The CMS must have access to the public network.
- B. The agent must have remote text messaging capabilities
- C. The supervisor must has a CMS login ID
- D. The refresh rate for checking the users thresholds can be changed.

Answer: A

22. Your customer is implementing third-party data directed routing

Which three ctor steps would cause an adjunct routing request to be terminated? (Choose three.)

- A. check split
- B. wait
- C. queue
- D. go to step
- E. converse on split

Answer: A, C, E

23. Your customer is implementing Application Enablement Services for a TSAPI application. What represents the recommended TCPI1P connectMty for AE Services?

- A. AE Services etho and AE Services ethi both connect to the local LAN.
- B. AE Services etho connects to a dedicated CLAN, AE Services ethi connects to a second dedicated CLAN. ME Services eth2 connects to the local LAN.
- C. AE Services etho connects to the customer application server1 ME Services ethi connects to a dedicated CLAN.

D. AE Services etho connects to a private LANfV1..AN for the transport links to Communication Manager, AE Services ethi connects to the customers LAN.

Answer: D

24. Your customer is reporting that after hours callers are being disconnected. Recently they changed the out-of-hours vector from routing to an internal voice mailbox to an off site answering service using a route-to digits step

What is happening?

- A. Dial ahead digits are being discarded
- B. In the associated vector, coverage on route-to digits step was set to no.
- C. In the associated vector, coverage on route-to digits step was set to "no"
- D. Class of Restriction on associated VON has too low of an FRL to allow outcalling

Answer: D

25. Which three statements describe the correct use of the asaiuu vector variable when communicating with an adjunct computer telephony integration application? (Choose three.)

- A. Valid lengths of the asaiuu vector variable range from 1 to 24 digits
- B. The asaiuu, vector variable allows the adjunct CTI application to set a variable for use in vector processing
- C. A common use for the asaiuu variable in a vector step is to test the assigned value against a threshold value.
- D. The scope of the asaiuu variables is only local
- E. Once a value is assigned, it cannot be modified or changed by the adjunct

Answer: B, C, D

26. Your customer is implementing a non-AVAYA CI/LAN application in conjunction with Communication Manager (CM) 4.0. What is the minimum software licensing required on Communication Manager and AE Services?

- A. ASAI Core on CM and TSAPI Basic and Advanced on AE Services
- B. ASAI Core on CM and CvtAN on AE Services
- C. ASAI Core, ASAI Plus and Cli Stations on CM and CVLAN on AE Services
- D. CTI Proprietary Adjunct links on CM and CVLAN on AE Services

Answer: B

27. The field service technician is responsible for which two tasks? (Choose two)

- A. onsite equipment inventory
- B. application of power to onsite equipment
- C. obtaining necessary TCP/ IP addresses
- D. ensuring the equipment room is ready for installation

Answer: A, B

28. Your customer has basic reporting requirements that include agent level skill reporting for 12 simultaneous supervisors accessing real-time information using PCs over their Local Area Network. What is the most cost effective reporting offer that meets these requirements?

- A. BCMR Desktop
- B. BCMS
- C. CMS
- D. Operational Analyst

Answer: C

29. Which of the following is not a valid connectivity test available using the Applications Enablement Services Utilities menu available from OAM?

- A. TSAPI Test
- B. Ping Host
- C. ASAI Test
- D. Traceroute

Answer: D

30. For single site call centers where Call Management System (CMS) data is critical to their business, which two benefits does the CMS provide for minimum data loss? (Choose two.)

- A. disk mirroring
- B. Survivable CMS
- C. high availability CMS
- D. duplicated processors

Answer: A, C