TESTPASSPORT

練 習 問 題



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1年間無料アップデート

Exam : **21260T**

Title : Administering Call Management System Test

Version : DEMO

1.What best practices should be followed when configuring Call Work Codes? (Select two)
A. Define clear categories for different types of calls
B. Allow agents to customize CWCs at their discretion
C. Regularly update CWCs based on evolving business needs
D. Limit CWCs to a single code for all call types
Answer: AC

2.When customizing the CMS dictionary, what should you ensure is consistent across all reports?
A. Report time zones
B. Definition of terms and metrics
C. Agents' performance history
D. Report formatting styles
Answer: B

3.Which tasks can VDNs accomplish in Avaya CMS? (Select two)
A. Determine how calls are queued
B. Store voicemail for agent retrieval
C. Route calls to specific agents or departments
D. Generate custom reports for agents
Answer: AC

4.Which feature of the CMS Supervisor Interface allows real-time monitoring of call center activity?
A. Historical reports
B. Call Recording
C. Real-Time Reports
D. Alarm Management
Answer: C

5.What actions can be triggered by exceptions in Avaya CMS? (Select two)
A. Notification to system administrators
B. Automatic rerouting of calls
C. Escalation of calls to a manager
D. System shutdown to prevent data loss
Answer: AC