

Avaya

77900T

Control Manager R9 Implementation and Support



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Product Version

- ✓ **Up to Date products, reliable and verified.**
- ✓ **Questions and Answers in PDF Format.**

Latest Version: 6.0

Question: 1

When configuring Avaya Control Manager dialing plans, what factors must be considered?

(Choose Three)

Response:

- A. Area code restrictions
- B. International call settings
- C. Emergency number programming
- D. User preferences
- E. Historical call data

Answer: A,B,C

Question: 2

What must be taken into account when administering agents' work assignments in Avaya Control Manager?

Response:

- A. Geographical location of agents
- B. The age of the hardware used by agents
- C. Agents' individual skills and workload
- D. Time zones of customers

Answer: C

Question: 3

Which option best describes the integration process of Avaya LDAP with Avaya Control Manager?

Response:

- A. Ensuring compatibility between directory services and Avaya applications
- B. Linking Avaya LDAP with external security services
- C. Migrating existing user data to Avaya LDAP
- D. Setting up backup and recovery processes

Answer: A

Question: 4

In the context of CM, what should be checked first when users experience dropped calls frequently?

Response:

- A. User endpoint configurations
- B. Network traffic logs
- C. System update logs
- D. Call routing rules

Answer: B

Question: 5

Which tasks are critical when configuring Avaya Control Manager to support Oceana™?

(Choose Three)

Response:

- A. Defining user roles and permissions
- B. Configuring data sources and integrations
- C. Setting communication protocols
- D. Establishing performance benchmarks
- E. Assigning network resources

Answer: A,B,D

Question: 6

How should agents be effectively managed within Avaya Control Manager to optimize work assignments?

(Choose Two)

Response:

- A. By monitoring performance metrics
- B. By customizing user access levels
- C. By scheduling based on skill sets
- D. By limiting call volumes

Answer: A,C

Question: 7

To assign a work assignment to an agent in Avaya Control Manager, you would typically navigate to which section?

Response:

- A. User Management
- B. Work Assignment
- C. Agent Configuration
- D. Task Allocation

Answer: B

Question: 8

When addressing errors during the installation of Avaya CMS, which of the following should be verified? (Choose Three)

Response:

- A. Hardware compatibility
- B. Software version alignment
- C. Network configurations
- D. User access levels
- E. Electrical setups

Answer: A,B,C

Question: 9

Where can administrators find details on Avaya Control Manager's licensing components?

Response:

- A. In the product datasheet
- B. In the user guide
- C. On the Avaya website
- D. In the licensing agreement

Answer: B

Question: 10

What component is essential for Avaya Control Manager's API Web Services to function optimally?
Response:

- A. .NET Framework
- B. Java Runtime Environment
- C. Node.js
- D. Python Interpreter

Answer: A

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