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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