



# AVAYA 21260T STUDY GUIDE PDF

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**Avaya Administering Call Management System Certification  
Questions & Answers**

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**Details of the Exam-Syllabus-Questions**

**21260T**

**Administering Avaya Call Management System (ASAC-0021)**

**30 Questions Exam – 70% Cut Score – Duration of 60 minutes**

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## Get an Overview of the 21260T Certification:

Who should take the [21260T exam](#)? This is the first question that comes to a candidate's mind when preparing for the Administering Call Management System certification. The 21260T certification is suitable for candidates who are keen to earn knowledge on the Administrator and Developer and grab their Administering Avaya Call Management System (ASAC-0021). When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But 21260T study guide PDF is here to solve the problem. 21260T PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

## Why Should You Earn the Avaya 21260T Certification?

There are several reasons why one should grab the 21260T certification.

- The Administering Call Management System certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the [Administering Avaya Call Management System \(ASAC-0021\)](#) is a powerful qualification for a prosperous career.

## What Is the Avaya 21260T Administering Call Management System Certification Exam Structure?

Exam Name	Avaya Administering Call Management System
Exam Number	21260T Administering Call Management System
Exam Price	\$125 USD
Duration	60 minutes
Number of Questions	30
Passing Score	70%

Exam Registration	<a href="#">Avaya Learning Center</a> <a href="#">OR</a> <a href="#">Pearson VUE</a>
Sample Questions	<a href="#">Avaya 21260T Sample Questions</a>
Practice Exam	<a href="#">Administering Avaya Call Management System (ASAC-0021) Practice Test</a>

## Enhance Knowledge with 21260T Sample Questions:

### Question: 1

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

- a) Call routing rules
- b) Server operating system compatibility
- c) Agent skillset definitions
- d) Data backup intervals

**Answer: a, c**

### Question: 2

What are key considerations when administering agents in a call center environment? (Select two)

- 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: 3

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

- a) By controlling system hardware components
- b) By automatically assigning agents to work shifts
- c) By minimizing system downtime
- d) By automating call flows and decision-making

**Answer: d**

**Question: 4**

What are some potential challenges when managing multiple ACDs?

(Select two)

- 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**

**Question: 5**

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

- 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: 6**

How are user permissions managed in Avaya CMS?

- 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: 7**

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

- a) Report formatting styles
- b) Agents' performance history
- c) Definition of terms and metrics
- d) Report time zones

**Answer: c**

**Question: 8**

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

- 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: 9**

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

- a) Agent absenteeism
- b) System performance
- c) Call center revenue
- d) Call handling statistics like call length and wait time

**Answer: d**

**Question: 10**

What is the main purpose of scripting in Avaya CMS?

- 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**

# What Study Guide Works Best in Acing the Avaya 21260T Administering Call Management System Certification?

The 21260T study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

## Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the Administering Call Management System exam, getting in full touch of the [syllabus](#) is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

## Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

## Get Expert Advice from the Training:

Do not forget to join the Avaya 21260T training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

## Get Access to the PDF Sample Questions:

If your study material is in a [PDF format](#) or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

## Avoid Dumps and Utilize the Avaya 21260T Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform

well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, 21260T practice tests always stand out to be the better choice than dumps PDF.

### **Avail the Proven 21260T Practice Test for Success!!!**

Do you want to pass the 21260T exam on your first attempt? Stop worrying; we, NWExam.com are here to provide you the best experience during your Avaya Administering Call Management System preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium [21260T practice tests](#). Our expert-designed questions help you to improve performance and pass the exam on your first attempt.