

# Latest Version: 6.0

## Question: 1

Which portals are integral to managing user groups in Avaya Control Manager?

Response:

- A. Bulk Action Portal
- B. Groups Portal
- C. Dialing Plan Portal
- D. Reports Portal

**Answer: B**

## Question: 2

How can an administrator access the system logs in ACM?

Response:

- A. Through the User Management section
- B. Through the Reports Portal
- C. Through the System Settings section
- D. Through the Communication Manager Portal

**Answer: C**

## Question: 3

What is managed through the Communication Manager Portal in Avaya Control Manager?

(Choose Two)

Response:

- A. User communications preferences
- B. System messaging configurations
- C. Call and session management
- D. API integrations

**Answer: A,C**

## Question: 4

What are Templates used for in Avaya Control Manager?

Response:

- A. To standardize settings across users
- B. To track changes to user settings
- C. To report on user activities
- D. To manage external communications

**Answer: A**

## Question: 5

Which objects can be managed through the Communication Manager Portal?

Response:

- A. Communication devices and call routes
- B. User accounts and licenses
- C. System logs and schedules
- D. Performance metrics and reports

**Answer: A**

## Question: 6

Why is it important to configure dialing plans in ACM?

Response:

- A. To ensure efficient call routing
- B. To enhance system security
- C. To manage user roles
- D. To generate system reports

**Answer: A**

## Question: 7

How can administrators assign permissions in the Conversation Sphere?

Response:

- A. By creating and assigning roles to users
- B. By configuring system settings
- C. By managing user accounts
- D. By generating performance reports

**Answer: A**

## Question: 8

What are the administrative responsibilities regarding the one-X® Agent within Avaya Control Manager?  
(Choose Three)

Response:

- A. Monitoring agent performance
- B. Configuring agent-specific settings
- C. Reporting on agent activity
- D. Upgrading agent software

**Answer: A,B,C**

## Question: 9

Which elements are essential components of the Avaya Control Manager User Interface?

Response:

- A. Dashboard
- B. Reports Portal
- C. Dialing Plans
- D. Bulk Action Portal

**Answer: A**

## Question: 10

How can administrators use user profiles in ACM?

Response:

- A. To assign specific permissions and settings to users
- B. To track system logs
- C. To configure dialing plans
- D. To generate performance reports

**Answer: A**