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## AVIXA CTS - General Exam Syllabus Topics:

Topic	Weight
<b>Duty A:Creating AV Solutions</b>	<b>47%</b>
Task 1:Gather Customer Information	10%
Task 2:Conduct Initial Site Survey	9%
Task 3: Evaluate Site Environment (acoustics, lighting, seating, finishing, etc.)	9%
Task 4:Develop an AV Project Scope	9%
Task 5: Design AV Solutions	10%
<b>Domain 2:Implementing AV Solutions</b>	<b>27%</b>
Task 1:Integrate AV Solutions	10%
Task 2:Operate AV Solutions	9%
Task 3:Manage AV Projects	8%
<b>Domain 3:Servicing AV Solutions</b>	<b>26%</b>
Task 1:Maintain AV Operations	8%
Task 2:Conduct Maintenance Activities	8%

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## AVIXA Certified Technology Specialist Sample Questions (Q59-Q64):

### NEW QUESTION # 59

Company information, statement of work, drawings, and bill of materials are presented to the customer as what set of documents?

- A. contract documents
- B. request for proposal
- C. request for quote
- D. bid packet (response)

**Answer: D**

Explanation:

Company information, statement of work, drawings, and bill of materials are presented to the customer as a bid packet (response). This set of documents is used to respond to a request for proposal(RFP) and provides detailed information about how the contractor intends to meet the project requirements. Axis Technology Specialist documentation emphasizes the importance of a comprehensive bid packet to communicate the scope, approach, and cost of a project to the client.

### NEW QUESTION # 60

When connecting two switches with multiple VLANs, which function should be setup in order to pass all the packets from one switch to the other?

- A. SFP (Small Form-factorPluggable)
- B. trunk line
- C. multicast routing
- D. QoS (Quality of Service)

**Answer: B**

Explanation:

A trunk line should be set up when connecting two switches with multiple VLANs. A trunk line allows the passage of traffic for multiple VLANs between switches. It tags the packets with the appropriate VLAN identifier, enabling the switches to properly route the traffic to the correct VLANs. This setup is essential for maintaining network segmentation and ensuring that all VLAN traffic is transmitted across the network as intended. Trunk lines are a standard networking practice for managing VLAN traffic between switches efficiently.

### NEW QUESTION # 61

During a site survey, a client states that there will be no acoustical treatment to their new council chamber and they want a voice lifting (reinforcement) system. Which loudspeaker should be recommended to achieve optimal speech intelligibility?

- A. broad beam loudspeaker
- B. ceiling mount loudspeaker
- C. coaxial loudspeaker
- D. narrow beam loudspeaker

**Answer: D**

Explanation:

In a space with no acoustic treatment, a narrow beam loudspeaker is ideal for voice reinforcement as it can focus sound more precisely to reduce reverberation and enhance speech intelligibility. This directionality minimizes sound reflections that can degrade clarity in untreated spaces.

CTS Technology Specialist Reference

CTS materials on audio system design recommend narrow beam loudspeakers for environments with challenging acoustics to maintain intelligibility.

### NEW QUESTION # 62

When gathering information, it is important to ask about the customer's goals because the

- A. integrator needs an understanding of what the customer expects to be able to do with the space.
- B. customer may be planning on moving before the project is complete.
- C. customer may have unrealistic expectations of what can be done.
- D. integrator needs to confirm they understand the relationship between desires and budget

**Answer: A**

Explanation:

Understanding the customer's goals is crucial because it helps the integrator design a solution that meets the customer's expectations and functional requirements. Knowing what the customer expects to achieve with the space allows the integrator to tailor the AV system to those needs, ensuring satisfaction and effective use of the system. This understanding also helps in aligning the project scope with the customer's vision and can prevent misunderstandings and misalignments later in the project.

### NEW QUESTION # 63

In the initial stage of determining AV equipment for an installation, the AV team gathers information PRIMARILY to:

- A. Establish a baseline for system performance
- B. Produce schematic drawings of the proposed solution
- C. Understand the application
- D. Prepare a punch (snag or defect) list

**Answer: C**

Explanation:

Before selecting equipment, it's essential to understand how the system will be used. This includes the application (e.g., video conferencing, digital signage, education) and user requirements. This insight drives all design and equipment decisions.

"Understanding the application allows the integrator to tailor the system design to user needs, functionality, and budget."

- CTS Exam Guide, AV Needs Analysis Chapter

### NEW QUESTION # 64

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