



6201.1^{Q&As}

Avaya Contact Center on Avaya Aura(TM) Communication Manager
and Avaya Call Management System Implementation Exam

Pass Avaya 6201.1 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/6201-1.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





QUESTION 1

Which program is a custom application on the CMS?

- A. Avaya Visual Vectors Client
- B. Avaya Supervisor
- C. Alarm Origination Manager
- D. High Availability Admin Sync

Correct Answer: C

CMS customers can use Alarm Admin to view the list of current active AOMalarms.

QUESTION 2

Agent 20042, a scenario mortgage specialist, is assigned 5 skills.

Which two ways can the agent identify the type of call that being delivered? (Choose two.)

- A. by the Skill whisper announcement before call: is delivered
- B. by the flashing skill button on the telephone set
- C. by the VDN of Origin announcement before call is delivered
- D. by the telephone display (a = Originator Name to VDN)

Correct Answer: CD

SHOULD BE C,D(Once skills are assigned to VDNs and to agents, calls are directed to the appropriate vector.

The goal of the warranty service call center is to answer 80% of the incoming calls within 20seconds.

Accordingly, if a call that is directed to a vector is not answered by the time the announcement finishes, a second group of agents is viewed, thus enlarging the agent pool. If the call is not answered within the following 10 seconds, a third group of agents is viewed.)

QUESTION 3

Which Advocate feature allows a customer to prioritize calls queued to a single stall and deliver a tiered service level?

- A. Vector queuing priorities
- B. Dynamic Threshold Adjustment



- C. Dynamic Queue Position
- D. Service Objective

Correct Answer: A

QUESTION 4

CMS Supervisor user forgot their password.

What must he do to reset a password in CMS?

- A. Perform a manual login from CMS Supervisor and execute the passwd command for that user.
- B. Log in as a CMS administrative user and execute the paaswd command for that user.
- C. Write permission to the System Setup feature and write permission to UNIX.
- D. Log in as root and execute the password command for that user.

Correct Answer: D

QUESTION 5

A customer just upgraded their CMS to release R16 from release Rt4. The switch is release CM4 and is not going to be upgraded to CM 6 until next week.

When the switch is upgraded, what needs to happen before the link will come up using the CM6 protocol?

- A. Only the reporting adjunct in the switch needs to be changed to R16 CMS.
- B. Only the switch release in the CMS needs to be changed to CM6.
- C. Both the reporting adjunct the switch and the switch release in the CMS need to be updated.
- D. It is not necessary for either the reporting adjunct or the switch release to change.

Correct Answer: C

[Latest 6201.1 Dumps](#)

[6201.1 Practice Test](#)

[6201.1 Braindumps](#)