



# 6201.1<sup>Q&As</sup>

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

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### QUESTION 1

Click the Exhibit button.

```
Wed Sep 29 15:35:32 [00] TCP OPERATIONAL
Wed Sep 29 15:35:32 [00] PBX WSA
Wed Sep 29 15:35:32 [00] SESS DATA
Wed Sep 29 15:35:32 [00] PBX RTCS
Wed Sep 29 15:37:32 [00] PBX RTCS timer expired
Wed Sep 29 15:39:32 [00] PBX RTCS timer expired
```

A customer's CMS link has been set up properly. After turning CMS on, the link does not come up. Based on the lines in /cms/pbx/acd1/spi.err, what is the cause for this issue?

- A. There is nonetwork connection to CLAN.
- B. CM version is not matching CMS setup.
- C. CMS version is not configured an the system-parameters features farm,
- D. CMS version is misconfigured on the system-parameters features form.

Correct Answer: B

### QUESTION 2

Which Contact Center feature uses advanced algorithms, predictive technology and customer objective to efficiently route calls to agents?

- A. ASA-Average Speed of Answer
- B. Percentin Service Level
- C. EWT-Expected Wait Time
- D. Avaya Business Advocate

Correct Answer: D

### QUESTION 3

Which three statements describe the benefits of Best Service Routing (BSR)? (Choose three.)

- A. BSR decreases titer workload across sites.



- B. BSR balances and improves service across enterprise.
- C. BSR improves agent utilization.
- D. BSR creates a virtualized pool of agent resources.
- E. BSR follows a specified strategy for skill selection.

Correct Answer: BCE

SHOULD BE B,C,E(Increased revenue,Lower costs, Improved customersatisfaction, Increasedperformance andmore efficienttrunk usage, BSR's easyconfiguration, Improved agentproductivity, Increasedoperatingflexibility, easierstaffing andscheduling, Improved servicelevels)

#### QUESTION 4

Which two statements about CMS and CM connectivity are true? (Choose two)

- A. The switch can have a direct-connect to the CMS
- B. The switch and CMS can be connected through a network.
- C. If the switch uses a CLAN card, the switch must be direct-connected to the CMS
- D. If the switch uses a processor Ethernet instead of a CLAN card, it must use a direct connect to the CMS through a network.

Correct Answer: BC

#### QUESTION 5

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 AOM alarms.

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