



# 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

A customer needs help with maintaining service level targets.

Which Advocate feature will make automated adjustments to overload settings?

- A. Dynamic Threshold Adjustment
- B. Service Objective
- C. Dynamic Percent Allocation
- D. Vector Queuing Priorities

Correct Answer: A

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#### QUESTION 2

What is the purpose of class of service (COS) administration of Contact Centre?

- A. COS ensures that the most skilled agent receives calls first.
- B. COS is used to restrict calls between incoming and outgoing trunk groups.
- C. COS restricts the calls a user can make and receive.
- D. COS defines which features an agent may access.

Correct Answer: D

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#### QUESTION 3

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 passwd 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

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#### QUESTION 4

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

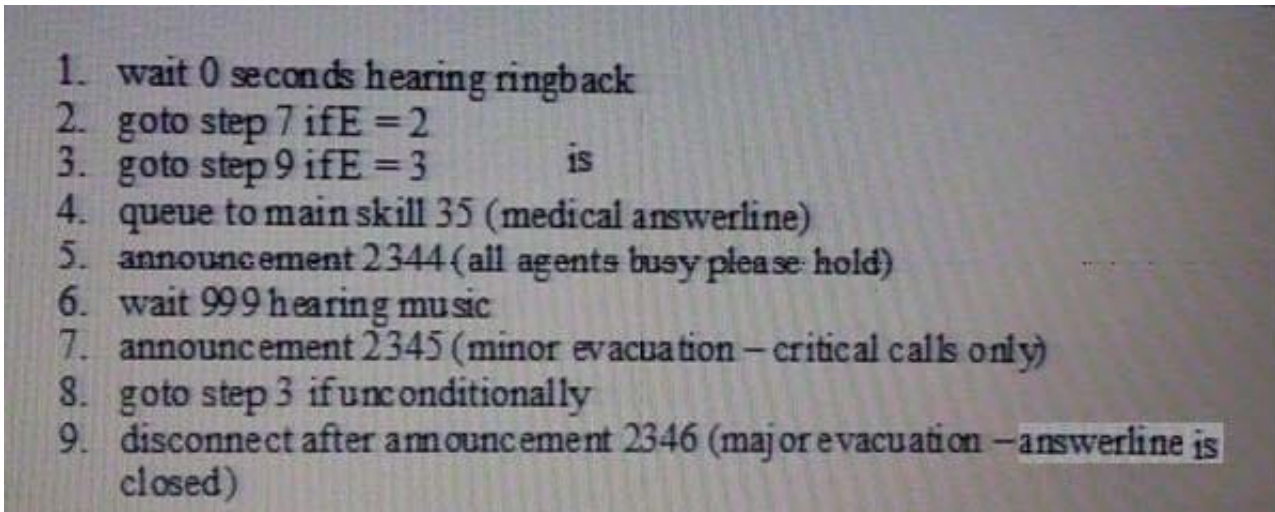


- A. The switch can have a direct-connect to the CMS
- B. The switch and CMS can be connected through a network.
- C. If the switch uses a CLAN card, the switch must be direct-connected to the CMS
- D. If the switch uses a processor Ethernet instead of a CLAN card, it must use a direct connect to the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

Correct Answer: BC

#### QUESTION 5

Click the exhibit button A Miami based medical center is defining evacuation procedures for severe weather conditions. The center has decided to plan for two types of evacuations, major and minor. During a minor evacuation, the center will staff only a few medical answer line agents to answer critical calls. Major evacuation, the answer line will not be staffed. Instead of reaching a live agent, callers will receive a pre-recorded information.



In the example vector segment, what is represented by the E in steps 2 and 3?

- A. E is a standard vector code for evacuation
- B. E has been administered as a Feature Access Code
- C. E has a vector variable that is changed when an evacuation is required
- D. E is assigned to a VDN that routes calls to an evacuation vector

Correct Answer: C

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