6201.1 Q&As

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

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QUESTION 1

Which command is used to find the current CMS release?

A. pkginfo-x cms

B. pkginfo -p cm

C. pkginfocms

D. pkginfo -r cms

Correct Answer: D

QUESTION 2

To configure the eri0network device on CMS, which set of Solarisfiles,must be edited?

A. /cms/install/netuse and /cms/install/netboo.eri0

B. /etc/hostname.Eri0and /etc/netmasks

C. /dev/eri0and /dev/hostname.eri0

D. /net/eri0and/net/netmasks

Correct Answer: B

QUESTION 3

In an active Expert Agent Selection (EAS) environment, what is each hunt group known as?

A. Agent

B. Skill

C. Split

D. Vector

Correct Answer: B

SHOULD BE B(INHunt Group ScreenIf EAS is enabled, the Skill? and Vector? fields must be set toy.)

QUESTION 4

Far a sales campaign, the customer created a new VDN 4000 withthe names "Sales C". when running in Avaya CMS supervisor, it does notshow the VDN name, only the number.

Whatmust be done to see the name in the report?

A. Refer to the system parameter feature in the Communication manager and activate "Send names" in the reporting adjunct section.

B. In Avaya CMS Supervisor, refer to the User Permissions andassign read permissions to the user.

C. In Avaya CMS Supervisor, refer to theDictionaryand assignthe names to the new objects.

D. On the CMS cmssvc menu, display the authorizations to check if "Global Dictionary" is set.

Correct Answer: C

The number or name of the VDN for which the report shows data. The VDN is associated with the ACD call in progress. If a name has been assigned to the VDN in the Dictionary,the name displays instead of the number.

QUESTION 5

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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