



# 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

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.)

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#### QUESTION 2

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

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#### QUESTION 3

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

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#### QUESTION 4

A customer just upgraded their CMS to release R16 from release Rt4. The switch is releaseCM4 and is not going to be upgraded to CM 6untilnextweek



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

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#### QUESTION 5

How are feature packages, like External Call History or Forecasting, installed on a CMS system?

- A. Using cms adm menu, pkg\_install option
- B. Using cmssvc menu, pkg\_install option
- C. Using CMS main menu, System Setup menu, Package management option
- D. From Solaris shell as root by issuing `pkgadd -d` command

Correct Answer: A

The corresponding package needs to be installed. Feature packages are installed via the pkg\_install option of the CMS Administration menu.

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