



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

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

QUESTION 2

At the Quick Credit call center's new location, all agent telephone sets will be administered with the same button configuration.

Which method can the administrator use to quickly create the telephone sets?

- A. Use CMS to perform the bulk administration of telephone sets and buttons.
- B. Use the add station next CM SAT command to program each telephone set and assign buttons
- C. Create a template telephone set and use the duplicate station xxxx CM SAT command
- D. Create a template telephone set and use the qcopy stationxxxxCM SAT command

Correct Answer: C

QUESTION 3

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 4



The CMS has been checked and the link to the CM is down. The message shown in the log is "PBX switch mismatch. Check the switch setup".

What does this message mean?

- A. The wrong type of Communication Manager has been installed and the correct server will need to be ordered.
- B. The wrong Communication Manager version on the CMS has been selected.
- C. The wrong CMS has been installed and the correct server needs to be ordered.
- D. This message can be ignored as it is not the reason the link is down.

Correct Answer: C

SHOULD BE C (I The wrong cms package instance is used then correct server needs to be ordered.)

QUESTION 5

The Quick Credit call center opened at 8 a.m. on the Friday, the day after a holiday. By 8:30, the customer service line had received 6 customer complaints, all stemming from calls to the center the day before. Callers complained that they received the "all agents are busy" recording but regardless how long they waited, were never answered.

What caused callers to be queued even though the Quick Credit call center was closed on the holiday?

- A. The Communication Manager was down.
- B. An agent forgot to log out.
- C. The holiday recording was not functioning properly.
- D. The holiday was not administered in the holiday table.

Correct Answer: D

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