6201.1 Q&As

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

Pass Avaya 6201.1 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.geekcert.com/6201-1.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya Official Exam Center

Instant Download After Purchase
100% Money Back Guarantee
365 Days Free Update
800,000+ Satisfied Customers

QUESTION 1

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 2

After configuring a CMS system,which log file needs to he checked to verify set has completed successfully?

A. /cms/install/logdir/adminlog

B. /var/adm/messages

C. /cms/install/canfig.sog

D. /var/log/cms_nstall.log

E. /tmp/install.log

Correct Answer: A

QUESTION 3

During implementation testing, the technician notices that the communication manager display events command shows number of entries for "Event type 30, No TTR available" upon further investigationthe technician finds that the TTR has not yet been installed.

Which vectorcommandfailed (causing the Event Type 30) because there was no TTR?

A. queue-to

B. converse-on

C. collect-digits

D. route-to-digits

Correct Answer: A

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

Which Communication Manager SAT command provides alist ofvectors thatcontaina specific variable?

A. Monitorvariables

B. Listtrace variables

C. displayvariables

D. list usage variable

Correct Answer: D

(list usage button-type | digit-string | extension | holiday-table |hunt-group| ip- address | node-name | variables | vector)

Latest 6201.1 Dumps 6201.1 Study Guide 6201.1 Exam Questions