

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 technician integrates the customer's network and links the CM reference between CM and CMS is greater than 24 hours.

What can be done to fix the problem?

- A. Shutdown the CMS to the ak prompt level and adjust the BIOS time.
- B. Run the script /cms/install/autotime to synchronize the Communication Manager's time to the CMS
- C. In. CMS, login as root and use the /cms/datesync command to sync the CMS and CM time.
- D. From Solaris login as root and use the date command

Correct Answer: D

(# Backup Database name, login name and password BackUpDBName=MVCDRSBACKUP BackUpUName=root BackUpUPassword=)

QUESTION 2

In an active non-Expert agent selection (AES) environment, what is each hunt group known as?

- A. Agent
- B. Split
- C. Skill
- D. Vector

Correct Answer: B

Answer is B (Non-Expert Agent Selection allows an agent to log into individual splits (a split is a group of agents with knowledge of a certain service,))

QUESTION 3

Which two statements about scheduling backups with the Timetable feature are true? (Choose two)

- A. Timetable can be used to schedule a LAN backup of the customer's data.
- B. A Timetable should be scheduled to perform a Maintenance backup when the CMS is in a feast state.
- C. A Maintenance Backup Timetable is shipped with the CMS system but it is not scheduled.
- D. Timetable can be used to schedule a LAN backup of the customer's system.
- E. A Timetable can be scheduled using CMS Supervisor or ASCII CMS.

Correct Answer: BC

QUESTION 4

A customer wants to optimize agent resources while also servicing calls in queue. Which Advocate feature will meet this requirement? I

- A. Percent Allocation Distribution
- B. Dynamic Queue Position
- C. Predicted Wait Time
- D. Service Objective

Correct Answer: D

QUESTION 5

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

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