

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

For a sales campaign, the customer created a new VDN 4000 with the name "Sales C". When running in Avaya CMS supervisor, it does not show the VDN name, only the number.

What must 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 and assign read permissions to the user.
- C. In Avaya CMS Supervisor, refer to the Dictionary and assign the 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 2

CMS Supervisor user forgot their password.

What must he do to reset a password in CMS?

- A. Perform a manual login from CMS Supervisor and execute the passwd command for that user.
- B. Log in as a CMS administrative user and execute the passwd command for that user.
- C. Write permission to the System Setup feature and write permission to UNIX.
- D. Log in as root and execute the password command for that user.

Correct Answer: D

QUESTION 3

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 tablet

Correct Answer: D

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 theCM6 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 fareither the reporting adjunct orthe switch release to change.

Correct Answer: C

QUESTION 5

Which communication manager option on the communication manager gives the customer call centre capabilities?

- A. Expert Agent Selection (EAS)
- B. Automatic Call Distribution (ACD)
- C. BestService Routing (BSR)
- D. Least Occupied Agent (LOA)

Correct Answer: B

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