

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

Agent 20042, a scenario mortgage specialist, is assigned 5 skills.

Which two ways can the agent identify the type of call that being delivered? (Choose two.)

- A. by the Skill whisper announcement before call: is delivered
- B. by the flashing skill button on the telephone set
- C. by the VDN of Origin announcement before call is delivered
- D. by the telephone display (a = Originator Name to VDN)

Correct Answer: CD

SHOULD BE C,D(Once skills are assigned to VDNs and to agents, calls are directed to the appropriate vector.

The goal of the warranty service call center is to answer 80% of the incoming calls within 20seconds.

Accordingly, if a call that is directed to a vector is not answered by the time the announcement finishes, a second group of agents is viewed, thus enlarging the agent pool. If the call is not answered within the following 10 seconds, a third group of agents is viewed.)

QUESTION 2

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

QUESTION 3

What is the purpose of class of service (COS) administration of Contact Centre?

- A. COS ensures that the most skilled agent receives calls first.
- B. COS is used to restrict calls between incoming and outgoing trunk groups.
- C. COS restricts the calls a user can make and receive.

D. COS defines which features an agent may access.

Correct Answer: D

QUESTION 4

Which three ways can be used to verify the CMS is collecting data from the Communication Manager? (Choose three)

- A. The arrow on the CMS menu is up
- B. From the CMS menu, Maintenance Connection Status shows a link operational.
- C. The /cms/install/logdir/admin. log shows a link is operational.
- D. The /cms/pbx/3cd/spi.err shows calls being transmitted.
- E. From the CMS menu, Maintenance: Error Log Report shows calls being transmitted

Correct Answer: ABC

QUESTION 5

Which two Communication Manager features does the VAL circuit pack support? (Choose two.)

- A. Music-on-hold
- B. Voice over IP
- C. Integrated Announcements
- D. Local Announcements

Correct Answer: AC

Explanation: Answer is A,C (SUPPORT LIST)

-

Analog Music-On-Hold

-

Attendants

-

Modem Pool Conversion Resources

-

TAAS Port

-

Stations (Digital, display, BRI, etc.)

-

Analog Announcements

-

Analog External Alarm Port

-

EAS Agent Login Ids

-

ACD Agents

QUESTION 6

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 7

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

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

Correct Answer: D

QUESTION 8

Which two Advocate features address the condition called the Supervisor Shuffle? (Choose two)

- A. Vector queuing priority
- B. Service Objective
- C. Predicted Wait Time
- D. Reserve Agent

Correct Answer: CD

The Inter Network Region Connection Management form for the inter-network region might have G.729.

QUESTION 9

Which packet is needed to have skill available instead of hunt groups?

- A. Elite with EAS
- B. Standard with EAS
- C. Premium
- D. Silver

Correct Answer: A

QUESTION 10

Which three statements describe the benefits of Best Service Routing (BSR)? (Choose three.)

- A. BSR decreases titer workload across sites.
- B. BSR balances and improves service across enterprise.
- C. BSR improves agent utilization.
- D. BSR creates a virtualized pool of agent resources.
- E. BSR follows a specified strategy for skill selection.

Correct Answer: BCE

SHOULD BE B,C,E (Increased revenue, Lower costs, Improved customer satisfaction, Increased performance and more efficient trunk usage, BSR's easy configuration, Improved agent productivity, Increased operating flexibility, easier staffing and scheduling, Improved service levels)

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