



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

Which program is a custom application on the CMS?

- A. Avaya Visual Vectors Client
- B. Avaya Supervisor
- C. Alarm Origination Manager
- D. High Availability Admin Sync

Correct Answer: C

CMS customers can use Alarm Admin to view the list of current active AOMalarms.

QUESTION 2

When connecting the service PC to S8800, the cable connects the System Management Ethernet connector port.

Which port is used when hooking the monitor to the CMS T5220?

- A. SER MGT Port
- B. NET MGT Port
- C. NET 1Port
- D. XVR-300XB port

Correct Answer: A

QUESTION 3

Given the use of default netmask, which set of IP addresses would be valid network address for two network cards in a CMS system?

- A. 135.9.86.54 192.168.2.2
- B. 135.9.86.54 135.9.56.56
- C. 192.168.2.3 192.168.2.2
- D. 135.9.86.54 135.9.86.58

Correct Answer: C

QUESTION 4



The customer has both BCMS and CMS at a contact center

What is the major difference that could affect call data?

- A. CMS records the call at the start of the call, and BCMS records the call at the end
- B. BCMS records the call at the start of the call, and CMS records the call at the end.
- C. BCMS will not collect data if the link to the CMS is down.
- D. BCMS holds data longer than CMS

Correct Answer: B

QUESTION 5

Which two statements describe why CMS and BCMS reports reflect different data? (Choose two)

- A. BCMS is interval based and CMS is call based.
- B. BCMS receives data internally and stores data in a volatile switch memory.
- C. CMS resides on an external server and stores data on a hard disk, and-has much larger capacities and reporting capabilities.
- D. Repeated use of vu-statsbuttons will decrease the level of information in the BCMS internal data.

Correct Answer: AC

QUESTION 6

Click the Exhibit button.

```
Wed Sep 29 15:35:32 [00] TCP OPERATIONAL
Wed Sep 29 15:35:32 [00] PBX WSA
Wed Sep 29 15:35:32 [00] SESS DATA
Wed Sep 29 15:35:32 [00] PBX RTCS
Wed Sep 29 15:37:32 [00] PBX RTCS timer expired
Wed Sep 29 15:39:32 [00] PBX RTCS timer expired
```

A customer's CMS link has been set up properly. After turning CMS on, the link does not come up. Based on the lines in /cms/pbx/acd1/spi.err, what is the cause for this issue?

- A. There is nonetwork connection to CLAN.



- B. CM version is not matching CMS setup.
- C. CMS version is not configured on the system-parameters features farm,
- D. CMS version is misconfigured on the system-parameters features form.

Correct Answer: B

QUESTION 7

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 8

How are feature packages, like External Call History or Forecasting, installed on a CMS system?

- A. Using cms adm menu, pkg_install option
- B. Using cmssvc menu, pkg_install option
- C. Using CMS main menu, System Setup menu, Package management option
- D. From Solaris shell as root by issuing `pkgadd -d` command

Correct Answer: A

The corresponding package needs to be installed. Feature packages are installed via the `pkg_install` option of the CMS Administration menu.

QUESTION 9

Agents in the Quick Credit call center often give customers their extension number when a return call is required. The main message instructs those who know their party's extension to enter it at any time.

Which two vector commands are used to route the call? (Choose two.)

- A. Collect digits
- B. Messaging skill



- C. Route-tonumber
- D. Route-todigits
- E. Converse-on skill

Correct Answer: AD

QUESTION 10

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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