



# 6201.1<sup>Q&As</sup>

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

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### QUESTION 1

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

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### QUESTION 2

In an active Expert Agent Selection (EAS) environment, what is each hunt group known as?

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

Correct Answer: B

SHOULD BE B(INHunt Group ScreenIf EAS is enabled, the Skill? and Vector? fields must be set toy.)

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### QUESTION 3

Which three are settings for Vector Variables? (Choose three)

- A. Scope
- B. Length
- C. Stop Position
- D. Assignment
- E. Action

Correct Answer: ABD

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### QUESTION 4

A customer wants to optimize agent resources while also servicing calls inqueue. Which Advocate feature will meetthis



requirement? I

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

Correct Answer: D

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#### QUESTION 5

The CMS has been checked and the link to the CM is down. The message shown in the log is "PBX switch mismatch. Check the switch setup".

What does this message mean?

- A. The wrong type of Communication Manager has been installed and the correct server will need to be ordered.
- B. The wrong Communication Manager version on the CMS has been selected.
- C. The wrong CMS has been installed and the correct server needs to be ordered.
- D. This message can be ignored as it is not the reason the link is down.

Correct Answer: C

SHOULD BE C (I The wrong cms package instance is used then correct server needs to be ordered.)

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