



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 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 2

For data to be available universally, the "measured Field in CM must be administered to which setting?

- A. Measured: survivable
- B. Measured: internal
- C. Measured: external
- D. Measured: both

Correct Answer: D

QUESTION 3

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 4

The file that indicates link status has been checked. The link is down and will not come up. The following message appears



PBX Configuration mismatch, Switch has: 100 agents 23 splits 10 trunks 5 trunk groups *100 VDNs

What can be done to solve this problem?

- A. Increase the number of VDNs on the Communication Manager
- B. Increase the FreeSpace Allocation on the CMS
- C. Increase the File System Partition size on the CMS.
- D. Increase the Data Storage Allocation on the CMS.

Correct Answer: D

QUESTION 5

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 table.

Correct Answer: D

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