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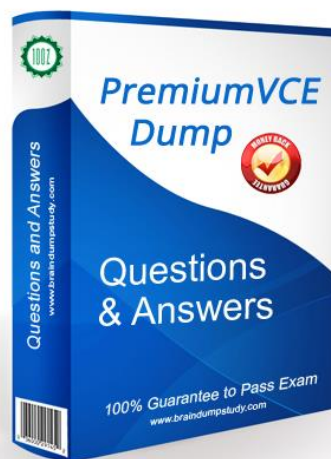


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Exam : 6201.1

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

Vendors : Avaya

Version : DEMO

1. A customer needs help with maintaining service level targets.

Which Advocate feature will make automated adjustments to overload settings?

- A. Dynamic Threshold Adjustment
- B. Service Objective
- C. Dynamic Percent Allocation
- D. Vector Queuing Priorities

Answer: A

2. A customer just upgraded their CMS to release R16 from release R4. The switch is release CM4 and is not going to be upgraded to CM6 until next week.

When the switch is upgraded, what needs to happen before the link will come up using the CM6 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 in the switch and the switch release in the CMS need to be updated.
- D. It is not necessary for either the reporting adjunct or the switch release to change.

Answer: C

3. A technician integrates the customer's network and links the CM reference between CM and CMS is greater than 24 hours.

What can be done to fix the problem?

- A. Shutdown the CMS to the ak prompt level and adjust the BIOS time.
- B. Run the script `/cms/install/autotime` to synchronize the Communication Manager's time to the CMS.
- C. In CMS, login as root and use the `/cms/datesync` command to sync the CMS and CM time.
- D. From Solaris login as root and use the `date` command.

Answer: B

4. A customer has purchased 5200 agent licenses and each agent has been assigned at least 3 skills.

Which two values would be a valid Data Storage Allocation entry for "Maximum agents lagged in"?

(Choose two)

- A. 10400

- B. 15600
- C. 100000
- D. 500000

Answer: A,B

5. In an active non-Expert agent selection (AES) environment, what is each hunt group known as?

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

Answer: C

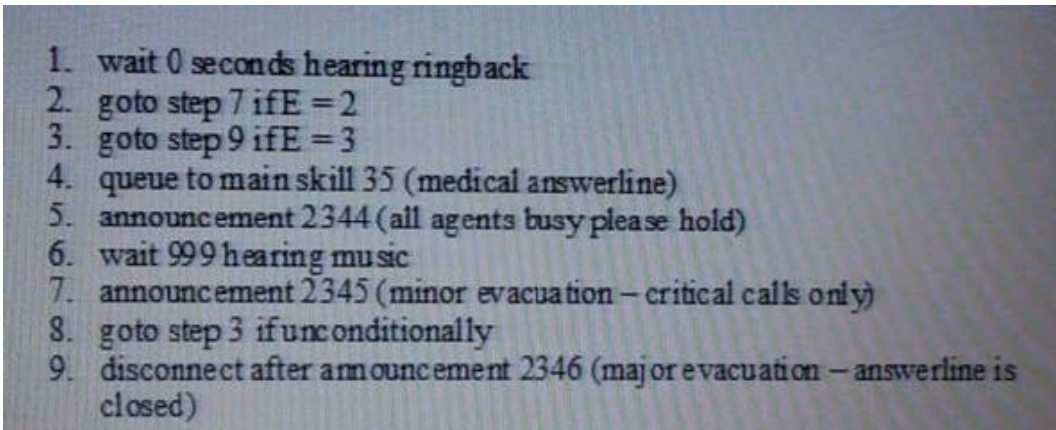
6. The Quick Credit call center opened at 8 a.m. on the Friday, the day after a holiday. By 8:30, the customer service line had received 6 customer complaints, all stemming from calls to the center the day before. Callers complained that they received the "all agents are busy" recording but regardless 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.

Answer: B

7. Click the exhibit button



A Miami based medical center is defining evacuation procedures for severe weather conditions. The center has decided to plan for two types of evacuations, major and minor. During a minor evacuation, the center will staff only a few medical answer line agents to answer critical calls. During a major evacuation, the answer line will not be staffed. Instead of reaching a live agent, callers will receive a pre-recorded information. In the example vector segment, what is represented by the E in steps 2 and 3?

- A. E is a standard vector code for evacuation
- B. E has been administered as a Feature Access Code
- C. E has a vector variable that is changed when an evacuation is required
- D. E is assigned to a VDN that routes calls to an evacuation vector

Answer: D

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

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

Answer: C,D

9. To activate, which three options require an Avaya authorization password? (Choose three)

- A. simultaneous CMS Supervisor logins
- B. the number of agents that the CMS can report on
- C. the number of users that can be administered in the CMS

- D. the number of ACDs that the CMS system can monitor
- E. features assigned to each user

Answer: A,D,E

10. 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

Answer: A