



# 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 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 2**

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 tablet

Correct Answer: D

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**QUESTION 3**

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 1 Port
- D. XVR-300XB port

Correct Answer: A

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#### QUESTION 4

Which application or menu can be used for creating an ACD on CMS?

- A. cms adm
- B. cmssvc
- C. CMS-Supervisor
- D. CMS-Terminal

Correct Answer: C

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#### QUESTION 5

Which announcement type resides in a TN2501AP circuit pack, and supports recording locally from a telephone, or can use generated wayannouncement fifes?

- A. External
- B. Adjunct
- C. Local
- D. Integrated

Correct Answer: D

1.

Ensure that the announcement administration is complete.

You must assign a name to the file before you can record an announcement. Formore information, see

Adding/changing/displaying or removing announcementextensions.

2.

If you are replacing a TN750C announcement circuit pack with the TN2501AP circuitpack or media gateway v VAL source:

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Get a list and a description of the announcements that are stored on theTN750C circuit pack.

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Rerecord the announcements on a computer or at a professional recordingstudio as .wav files (CCITT Law [pronounced “mu-Law”] or A-Law, 8-KHz,8-bit mono), so that the files are ready to transfer to the new announcementsource after the announcement source is installed and administered.

3. If you replace an older TN750 announcement



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