VCE & PDF

Pass4itSure.com

6201.1^{Q&As}

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

Pass Avaya 6201.1 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.pass4itsure.com/6201-1.html

100% Passing Guarantee
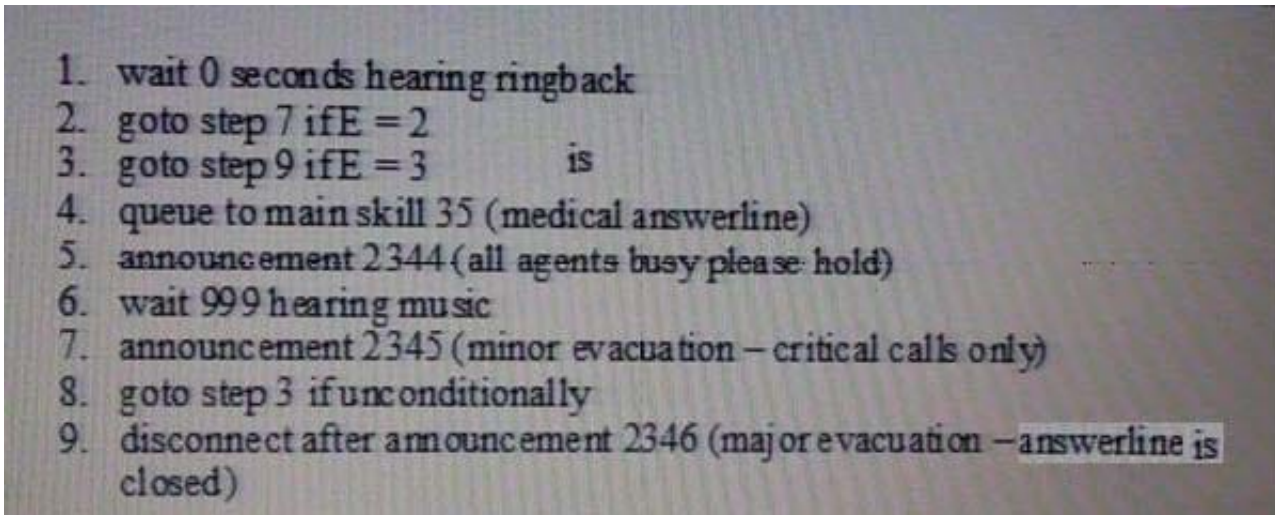### 100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

Click the exhibit button A Miami basedmedical center is defining evacuation procedures for severe weather conditions The center has decided to plan for two types evacuations, major and minor During a minor evacuation; the center willstaff only a few medical answer line agents to answer critical callsmajor evacuation the answer line will not be staffed instead of reaching alive agent, callers willreceive a pre-recordedinformation


```
1.  wait 0 seconds hearing ringback
2.  goto step 7 if E = 2
3.  goto step 9 if E = 3          is
4.  queue to main skill 35 (medical answerline)
5.  announcement 2344 (all agents busy please hold)
6.  wait 999 hearing music
7.  announcement 2345 (minor evacuation - critical calls only)
8.  goto step 3 if unconditionally
9.  disconnect after announcement 2346 (major evacuation - answerline is
    closed)
```

Inthe example vector segment, what is represented by the Ein steps 2 and 3?

A. E is a standard vector code for evacuation

B. E has been administered as a Feature Access Code

C. Ehas 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

Correct Answer: C

QUESTION 2

To activate, which three options require an Avaya authorization password? (Choose three) A. simultaneous CMS Supervisor logins

B. the number of agents thatthe CMS can report on

C. the number of users that can be administered in the CMS

D. the number of ACDs thatthe CMS system can monitor

E. features assigned to each user

Correct Answer: ABD

WHY B(Enter the number of simultaneous Avaya CMS Supervisor logins the customer has purchased (2maximum): (default: 2))

QUESTION 3

CMS Supervisor user forgot their password.

What must he do to reset a password in CMS?

A. Perform a manual login from CMS Supervisor and execute the passwd command for that user.

B. Log in as a CMS administrative user and execute the paaswd command for that user.

C. Write permission to the System Setup feature and write permission toUNIX.

D. Log in as root and execute the password command for that user.

Correct Answer: D

QUESTION 4

The quick credit call center management has described to move to 24 hour support forsamecenter operations. Because the standard practice hasalways been to start each vector with the same 5 steps to test for working hours, makingthe change will require modifyingalmost all of the vectors.

While making the changes, what can be done to make the future changes easier and moreefficient?

A. Add vector variables to each vector to test for working hours.

B. Redesign the routing so all calls funnel through a signal vector

C. Create vector subroutine that can be used in all vectors that have the same working hours

D. Change announcements for each skill to include working hours and advice callers to hang up if not calling during those hours.

Correct Answer: C

QUESTION 5

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.

6201.1 VCE Dumps   6201.1 Practice Test   6201.1 Study Guide