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Exam : 6201.1

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

Version : V9.02

1.A customer needs helpwith maintaining service leveltargets.

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 releaseR16 from release Rt4. Theswitch is releaseCM4 and is not going to be upgraded to CM 6untilnextweek

When the switch is upgraded,what needs to happen before the link will come up using theCM6 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 adjunctthe switch and the switch release in the CMS need to be updated

D. It is not necessary fareither the reporting adjunct orthe switch release to change.

Answer: C

3.A technician integratesthecustomer’snetwork and links the CM reference between CM and CMS is greater than 24 hours.

Whatcan 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. FromSolarislogin as root and use the date command

Answer: D

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 "Maximumagents 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: B

6.The Quick Credit call center opened at 8 a.m. on the Friday, the day after a holiday By8:30, the customer service line had received 6 customercomplaints all1 stemming from calls to the center the day before. Callers complained thatthey received the “all agents are busy” recording but regardlesshow long they waited, were never answered.

What caused callers to be queued even though the Quick Credit call center was closed onthe holiday?

A. The Communication Manager was down.

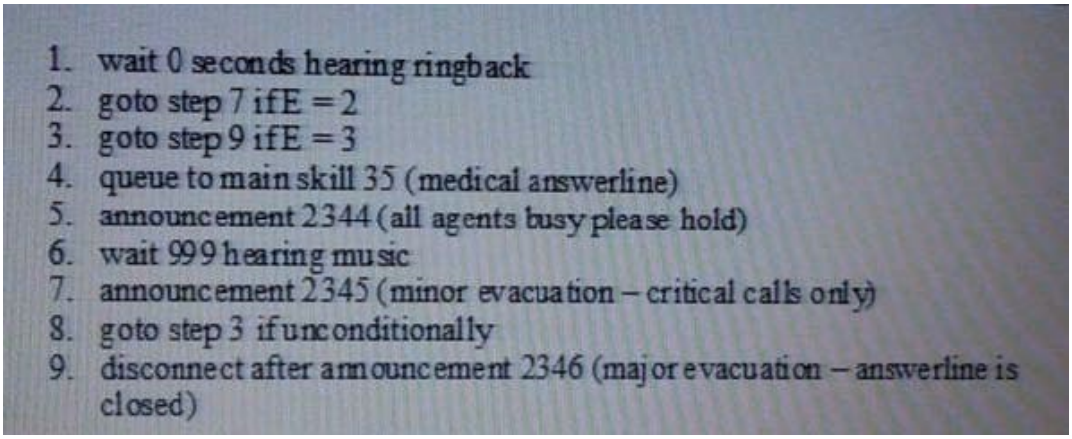
B. An agentforgotto log out.

C. The holiday recording was not functioning properly.

D. The holiday was not administered in the holiday tablet

Answer: D

7.Click theexhibit button


1. wait 0 seconds hearing ringback
2. goto step 7 if E = 2
3. goto step 9 if E = 3
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)

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

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

Answer: C

8.Which two CommunicationManagerfeatures does the VALcircuit pack support? (Choose two.)

A. Music-an-hold

B. Voice over IP

C. Integrated Announcements

D. Local Announcements

Answer: A,C

9.Toactivate, 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

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