

Avaya

Exam 6201-1

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

Version: 7.1

[Total Questions: 55]

Question No : 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

Question No : 2

A customer just upgraded their CMS to release R16 from release Rt4. The switch is release CM4 and is not going to be upgraded to CM 6 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 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

Question No : 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: D

Explanation: (# Backup Database name, login name and password

BackUpDBName=MVCDRSBACKUP

BackUpUName=root

BackUpUPassword=)

Question No : 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: B,C

Explanation: SHOULD BE B, C (5200*3=15600. AND 100000)

The number of agents that can log into the same split/skill is limited by the maximum Members per Group limits. Maximum agent limits are reduced by the number of non-ACD members and AAS ports administered and, with non-EAS, the additional splits assigned to agents that are not logged into.

Question No : 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

Explanation: Answer is B (Non-Expert Agent Selection allows an agent to log into individual splits (a split is a group of agents with knowledge of a certain service,)

Question No : 6

Click the Exhibit button.

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

Answer: D

Question No : 7

Click the exhibit 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 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. 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: C

Question No : 8

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

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

Answer: A,C

Explanation: Answer is A, C (SUPPORT LIST)

- **Analog Music-On-Hold**