



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**

In which communication method form is the Call Distribution Method (for example, Expert agent Distribution Last Occupied Agent)

- A. Agent Login ID form
- B. Hunt Group form
- C. VDN form
- D. Vector form

Correct Answer: C

QUESTION 2

Given the use of default netmask, which set of IP addresses would be valid network address for two network cards in a CMS system?

- A. 135.9.86.54 192.168.2.2
- B. 135.9.86.54 135.9.56.56
- C. 192.168.2.3 192.168.2.2
- D. 135.9.86.54 135.9.86.58

Correct Answer: C

QUESTION 3

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

Correct Answer: ABD

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

QUESTION 4



What is the purpose of class of service (COS) administration of Contact Centre?

- A. COS ensures that the most skilled agent receives calls first.
- B. COS is used to restrict calls between incoming and outgoing trunk groups.
- C. COS restricts the calls a user can make and receive.
- D. COS defines which features an agent may access.

Correct Answer: D

QUESTION 5

How are feature packages, like External Call History or Forecasting, installed on a CMS system?

- A. Using cms adm menu, pkg_install option
- B. Using cmssvc menu, pkg_install option
- C. Using CMS main menu, System Setup menu, Package management option
- D. From Solaris shell as root by issuing `pkgadd -d` command

Correct Answer: A

The corresponding package needs to be installed. Feature packages are installed via the pkg_install option of the CMS Administration menu.

[6201.1 PDF Dumps](#)

[6201.1 Study Guide](#)

[6201.1 Braindumps](#)