

6201.1^{Q&As}

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

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QUESTION 1

During implementation testing, the technician notices that the communication manager display events command shows number of entries for "Event type 30, No TTR available" upon further investigation the technician finds that the TTR has not yet been installed.

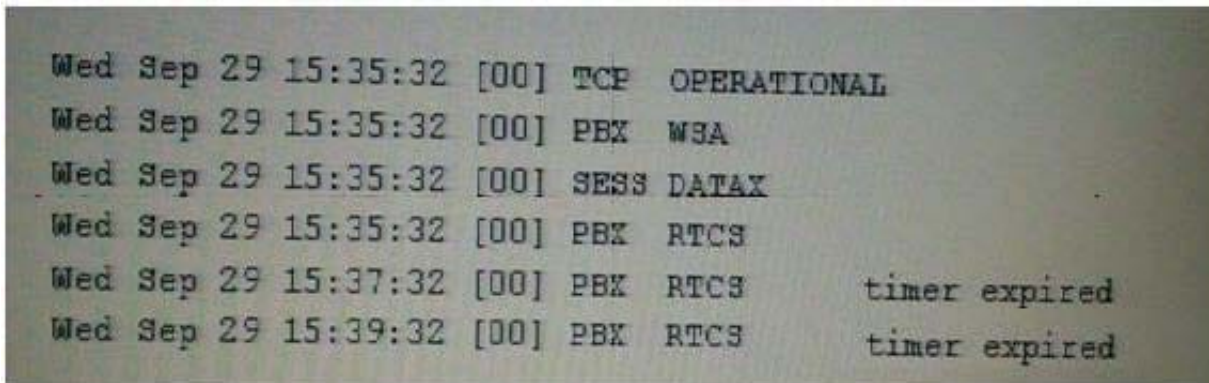
Which vector command failed (causing the Event Type 30) because there was no TTR?

- A. queue-to
- B. converse-on
- C. collect-digits
- D. route-to-digits

Correct Answer: A

QUESTION 2

Click the Exhibit button.



```
Wed Sep 29 15:35:32 [00] TCP OPERATIONAL
Wed Sep 29 15:35:32 [00] PBX WSA
Wed Sep 29 15:35:32 [00] SESS DATA
Wed Sep 29 15:35:32 [00] PBX RTCS
Wed Sep 29 15:37:32 [00] PBX RTCS timer expired
Wed Sep 29 15:39:32 [00] PBX RTCS timer expired
```

A customer's CMS link has been set up properly. After turning CMS on, the link does not come up. Based on the lines in /cms/pbx/acd1/spi.err, what is the cause for this issue?

- A. There is no network connection to CLAN.
- B. CM version is not matching CMS setup.
- C. CMS version is not configured on the system-parameters features form,
- D. CMS version is misconfigured on the system-parameters features form.

Correct Answer: B

QUESTION 3

A company is migrating from R14 CMS with 3 ACDs to R16.1 CMS. They are not using ACD2 any more, so they are not planning to migrate it. Instead they want current ACD3 to be ACD2 on the new system.

How can they achieve this?

- A. They need to set the ACD they want to migrate, to the ACD spare on the new system on the CMS migration form.
- B. They need to save each ACD to separate tapes and migrate them one by one to the appropriate ACD spaces.
- C. They need to involve Avaya Professional Services, as this can not be done with standard migration procedure.
- D. They need to backup only the two ACDs they want to migrate. The migration procedure on the new system will place them automatically.

Correct Answer: B

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

Which statement describes the two types of backups, CMSADM and Maintenance, that are on CMS system?

- A. MSAOM backup is backing up CMS Administrator database portion, while Maintenance backup holds the Historical Call Data of the call center
- B. ADM backup includes all Solaris system files and installed programs except CMS database, while Maintenance backup carries CMS database content
- C. Maintenance backup is an incremental backup, while CMSADM is a full backup otherwise there is no difference
- D. Tape backup is called CMSADM, while network backup is referred as Maintenance.

Correct Answer: D

The process of protecting data by writing the contents of the disk to a tape that can be removed from the computer and stored safely. A spare copy of data or software that you keep in case the original is damaged or lost. CMS provides three different types of backups: CMSADM File System Backup, CMS Full Maintenance Backup, and CMS Incremental Maintenance Backup.)

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