



Vendor: Avaya

Exam Code: 6201

Exam Name: Avaya Aura Call Center Elite and Avaya Call Management System Implementation Exam

Version: DEMO

QUESTION 1

Agent 20042, a scenario mortgage specialist, is assigned 5 skills.

Which two ways can the agent identify the type of call that is being delivered? (Choose two.)

- A. by the Skill whisper announcement before call is delivered
- B. by the flashing skill button on the telephone set
- C. by the VDN of Origin announcement before call is delivered
- D. by the telephone display (a = Originator Name to VDN)

Answer: CD

QUESTION 2

A customer has 4 ACDs created on the CMS and requests changes on the communication link settings for the ACD 1.

How is this accomplished?

- A. cmssvc turn cms off but leave ids on; cm-save delete AC01; cmsscreate ACD1 with new options.
- B. All changes are made in the CM using the change cam proc screen
- C. cmssvcturn cms off but leave idson, emssve switch setup; make needed changes to ACD 1
- D. emssve change authorizations; make needed changes to authorization

Answer: C

QUESTION 3

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

Answer: C

QUESTION 4

In an active Expert Agent Selection (EAS) environment, what is each hunt group known as?

- A. Agent
- B. Skill
- C. Split
- D. Vector

Answer: B

QUESTION 5

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 passwd command for that user.

- C. Write permission to the System Setup feature and write permission to UNIX.
- D. Log in as root and execute the password command for that user.

Answer: D

QUESTION 6

Which communication manager option on the communication manager gives the customer call centre capabilities?

- A. Expert Agent Selection (EAS)
- B. Automatic Call Distribution (ACD)
- C. BestService Routing (BSR)
- D. Least Occupied Agent (LOA)

Answer: B

QUESTION 7

Which application or menu can be used for creating an ACD on CMS?

- A. cms adm
- B. cmssvc
- C. CMS-Supervisor
- D. CMS-Terminal

Answer: C

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