

# 6201.1<sup>Q&As</sup>

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

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### QUESTION 1

The file that indicates link status has been checked. The link is down and will not come up. The following message appears

PBX Configuration mismatch,Switch has: 100 agents 23 splits 10 trunks 5 trunk groups \*100 VDNs

What can be done to solve this problem?

- A. Increase the number of VDNs on the Communication Manager
- B. Increase the FreeSpace Allocation on the CMS
- C. Increase the File System Partition size on the CMS.
- D. Increase the Data Storage Allocation on the CMS.

Correct Answer: D

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### QUESTION 2

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

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

Correct Answer: C

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### QUESTION 3

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 regardless how 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

Correct Answer: D

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**QUESTION 4**

Which two statements describe why CMS and BCMS reports reflect different data? (Choose two)

- A. BCMS is interval based and CMS is call based.
- B. BCMS receives data internally and stores data in a volatile switch memory.
- C. CMS resides on an external server and stores data on a hard disk, and-has much larger capacities and reporting capabilities.
- D. Repeated use of vu-statsbuttons will decrease the level of information in the BCMS internal data.

Correct Answer: AC

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

Correct Answer: D

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