

# 6202.1<sup>Q&As</sup>

Avaya Aura(TM) Contact Center Implementation Exam

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**QUESTION 1**

You are preparing a Windows 2008 Server for Contact Center Manager Server (CCMS) and Server Utility installation. Which operation on the server can the Server Utility perform?

- A. Perform event preferences
- B. Perform database restores
- C. Administer Contact Center Agent login credentials
- D. Modify Real-Time Display interface parameters

Correct Answer: A

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**QUESTION 2**

Which method does Avaya recommend for installing Contact Center Manager Server (CCMS) on a supported server?

- A. Run the installation from a remote hard disk copy of the installation DVD.
- B. Run the installation from a remote DVD-ROM drive that is accessible from the server over the LAN.
- C. Run the installation from the installation DVD, and use the DVD-ROM drive that is part of the server
- D. Run the installation from a remote DVD-ROM drive that is accessible from the server over the Internet

Correct Answer: C

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**QUESTION 3**

A customer has an Avaya Communications Server 1000 (CS 1000) and wants to implement SIP Based Avaya Aura™ Contact Center.

What is the minimum release of the CS1000 software that is supported with the SIP Based Contact Center?

- A. 40
- B. 50
- C. 55
- D. 60

Correct Answer: B

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**QUESTION 4**

You are installing Avaya Aura™ Contact Center with Application Module Link (AML) connectivity to an Avaya

Communications Server 1000 ( CS1000) Rls. 6.0 and Call Pilot Rls 5.0

To integrate the systems, where must the Call Pilot IP address be configured during the CCMS installation?

- A. Installation Data window, CS1000 tab
- B. Installation Data window, CCMS tab
- C. Installation Data window, License Manager Tab
- D. Installation Data window, Call Pilot tab

Correct Answer: A

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#### QUESTION 5

When commissioning an Avaya Aura™ Contact Center, You need to associate the Communication Control Toolkit (CCT) with a Contact Center Manager Server (CCMS) Assume the CCMS has Open Queue enabled.

Which process is used to associate a CCT server with CCMS?

- A. In the Communication Control Toolkit (CCT) Windows interface go to Avaya, then to Contact Center, then to CCT, then to CCT Console, to Server Configuration
- B. In the Contact Center Manager Server (CCMS) Windows interface go to Avaya, then to Manager Server, to Server Configuration
- C. In the Contact Center Manager Administration (CCMA) web interface go to Launch pad, then to Configuration, then to Server, to Add Server
- D. In the Contact Center Manager Server (CCMS) Windows interface goes to Avaya, then to Contact Center, then to Manager Server, to Network Configuration
- E. In the Communication Control Toolkit (CCT) Web Admin interface go to Providers, then to Passive, then to Terminate, to Add Terminate

Correct Answer: A

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