

6202.1^{Q&As}

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QUESTION 1

Which three operating systems are supported for a Contact Center Manager Application (CCMA) client installation?(Choose three)

- A. Windows 2000 Professional
- B. Windows XP Professional SP2 or later
- C. Windows Vista Business SP1 (32-bit)
- D. Windows Vista Basic
- E. Windows 7

Correct Answer: BCE

QUESTION 2

You are preparing a Platform Vendor Independent (PVI) server for Contact Center manager Server (CCMS) Application installation The Contact Center type is an Application Module Link (AML) based Avaya Communications Server 1000 (CS1000) Contact Center multimedia (CCMM) is not a part of the solution Which two statements describe the settings that should be configured from Date and Time? (Choose two.)

- A. Ensure the Windows time service is disabled
- B. Ensure the Windows time service is enabled
- C. Ensure Windows Date and Time Settings are disabled
- D. Ensure Windows Date and Time Settings are enabled
- E. Ensure both "automatically adjust clock for daylight savings changes" and "automatically synchronize with an internet time server" check boxes are selected

Correct Answer: AC

QUESTION 3

Which operating system features should be enabled in Windows Server 2008 operating system before you install Contact Center Manager Administration (CCMA)?

- A. Windows Server Backup for running CCMA Server Backups and Internet Information Services (IIS)
- B. TFTP Client to Backup of the CCMA configuration files to remote TFTP Server and XPS Viewer to view reports on the server
- C. Storage Manager for SAN\\s for managing the remote backups and IIS
- D. IIS and XPS Viewer to view reports on the server

Correct Answer: A

QUESTION 4

A customer has installed Contact Center Manager Administration (CCMA) to manage Contact Center Manager Server (CCMS) , The servers can communicate with other servers and PCs using either multicast or unicast data How is real-time data sent from the Avaya Aura™ Contact Center servers to the desktop PCs?

- A. CCMS sends only multicast data to CCMA, which then sends either multicast or unicast data to desktop PCs
- B. CCMS sends only multicast data to CCMA, which then sends only multicast data to desktop PCs
- C. CCMS sends only multicast data to CCMA, which then sends only unicast data to desktop PCs
- D. CCMS sends either multicast or unicast data to CCMS, which then sends either multicast or unicast data to desktop PCs

Correct Answer: D

QUESTION 5

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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