

# 6202<sup>Q&As</sup>

Avaya Aura(TM) Contact Center Implementation Exam

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**QUESTION 1**

You have completed the stand-alone installation of Contact Center Manager Administration (CCMA) software on a fully prepared Platform Vendor Independent (PVI) server. The CCMA cannot establish a connection to the Contact Center Manager Server (CCMS). What is one of the first steps to troubleshoot the problem?

- A. Reinstall CCMA
- B. Ensure that the correct sys-admin password is being used
- C. Change the IP multicast sending address on the CCMS server
- D. Ensure that the CCMS and CCMA servers have been added to a domain

Correct Answer: B

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**QUESTION 2**

You have just completed the installation of Contact Center Manager Server (CCMS) and Licensing Manager on a Platform Vendor Independent (PVI).

How should you complete the installation of the Server Utility?

- A. You will need to have Avaya support personnel remotely install the Server Utility
- B. You can reinsert the installation DVD and run setup.exe again, selecting only the Server Utility to be installed
- C. You will need to restart the entire installation process, beginning with the installation of the operating system
- D. You can install the Server Utility from a shortcut on the Windows Start menu

Correct Answer: B

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**QUESTION 3**

How does Avaya recommend a Release Update (RU) or Service Pack (SP) be added during the installation of the Aura™ Contact Center applications?

- A. Create a shared folder with full access on a network drive and download the RU or SP to it
- B. Stop the installation and use Add/Remove Programs to add the downloaded RU or SP
- C. Create a folder on the server where the Contact Center software is being installed and download the RU or SP to it
- D. Download the RU or SP and write it onto a DVD and then use the DVD to install it onto the server

Correct Answer: C

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**QUESTION 4**

A customer is installing Avaya Aura™ Contact Center with Application Module Link (AML) connectivity to an Avaya Communication Server 1000 (CS1000) switch with a remote survivable CS1000 backup site (Geographical Redundancy) As part of the solution the customer wants to implement xxx AML based contact center with Contact CENTER Manager Server (CCMS) installed in the main site and in a remote Backup site. You are currently installing the primary site CCMS? What is the process for configuring the CS1000 Remote Backup/Survival Call Server (Survival Media Gateway)?

- A. during CCMS Installation go to the Installation Data Window to the CS1000 tab, enter the CS1000 SMG ELAN IP address in the "Alternative Switch IP Address" Field
- B. during CCMS Installation go to the Installation Data Window to the CS1000 tab, enter the CS1000 SMG Contact Center Subnet IP address in the "Alternative Switch IP Address" Field
- C. In the CS1000 System Element Manager, configure the alternate Switch IP Address, The CS1000 will distribute the primary CCMS registration IP to the backup CS1000 SMG
- D. In the CS1000 System, configure a management IP and use this IP in the "Switch IP Address" field under the CS1000 tab in the Installation Wizard

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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