

6202^{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 installing a standalone Contact Center Manager Server (CCMS) The Application will be installed on a Windows Server 2008 operating system. As a part of the Windows Server 2008 operating system preparation the IPv6 option needs to be removed.

What is one way to disable IPv6 functionality?

- A. IPv6 is disabled by default on Windows Server 2008 operating system
- B. Perform a NET USE IPV6 DISABLE within a command window
- C. Under Control Panel, go to System and Security and remove IPv6 addressing
- D. Right click on the Local Area Connection Adaptor and select Properties, then clear the IPv6 check box

Correct Answer: D

QUESTION 3

You are preparing for the first backup of the Contact Center Manager Server (CCMS). The environment requires a backup to a remote directory.

Which step is required for a successful database backup via the Contact Center Database Maintenance window?

- A. Add the Windows user account to the "Log on as a backup" policy
- B. Configure backup username using Server Name\username format under the Backup Location tab
- C. Shut down all services on the CCMS
- D. Verify that a backup tape is available

Correct Answer: B

QUESTION 4

How does Avaya recommend a Release Update (RU) or Service Pack (SP) be added during the installation of the AuraTM 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 DBD and then use the DVD to install it onto the server

Correct Answer: C

QUESTION 5

A company is planning to implement a stand-alone Contact Center Manager Server (CCMS) license with 50 Voice Agents.

Which license type should the company purchase?

- A. Essential
- B. Nodal NCC
- C. Nodal Enterprise
- D. Corporate Enterprise

Correct Answer: A

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