

6202.1^{Q&As}

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QUESTION 1

You are using Security Framework installed on the network for single sign on (SSO) proposes. Currently two existing Contact Center Manager administration (CCMA) systems are working with the Security Framework. An additional new CCMA was added.

Which statement describes what should be done to use the SSO functionality by the new Server?

- A. Add the new CCMA host name to the Security Framework as a trusted site. Then SSO will be enabled
- B. Configure the "Security Settings" section in the CCMA Server new Configuration utility. Then the Policy Agent for SSO will be enabled
- C. Map between the CCMA Existing user to a Communications Control Toolkit (CCT) User by using the "CCMA User Migration" tool on the CCMA Server, then SSO will be enabled
- D. Configure the "Security Settings" on the CCMA Windows Server 2008 operating system and point to the Security Framework IP Address, then SSO will be enabled

Correct Answer: A

QUESTION 2

A customer supplied a server that fully meets the Platform Vendor Independent (PVI) specification for supporting a full co-resident software installation of Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), Communication Control Toolkit (CCT), Contact Center Multimedia (CCMM), License Manager, Server Utility and Security Framework The server has: Quad- Core Xeon 2.8 GHz CPU, 8 GB RAM, 531 GB hard disk space available When doing a full co-resident installation, what is the supported number of Agents and Calls per Hour (CPH)?

- A. Less than 100 Agents, and less than 4000 CPH
- B. Less than 200 Agents, and less than 12000 CPH
- C. Less than 600 Agents, and less than 24000 CPH
- D. Less than 1200 Agents, and less than 50000 CPH

Correct Answer: B

QUESTION 3

A customer has Avaya Aura™ Midsize Enterprise (formerly MBT) and is implementing SIP Based Contact Center Manager (CCMS), They are running the installation wizard and have reached the installation Data window Under the SIP Network tab, which IP address should be entered in the SIP CTI Proxy Server field?

- A. the AES Server IP address
- B. the Avaya Communications Server 1000(CS1000) Network Routing Server (NRS) IP address
- C. the SES Server IP address

D. the Media Server IP address

Correct Answer: A

QUESTION 4

You are installing an Application Module Link (AML) based Contact Center Manager Server (CCMS) with only one network interface card (NIC) CARD After finishing the installation, and looking under the System Control and Monitor Utility, it is noticed that the TFE, VSM and ASM services are down.

Which three situations can cause this? (Choose three)

- A. There is no network connection between the CCMS and Communications Server 1000 (CS1000) Ping both directions to verify the connection
- B. Nodal License must be changed to a Corporate License, otherwise the services will stay down
- C. Within the CS1000 AML configuration, verify ELAN and VAS configuration and verify AML is enabled
- D. Only a SIP-based CCMS can have one LAN card Add a second LAN card

Correct Answer: A

QUESTION 5

A customer has an Avaya Aura™ Contact Center with Application Module Link (AML) connectivity to an Avaya Communication Server 1000 (CS1000) switch. Trouble-shooting a Controlled Directory Numbers (CDN) call problem has begun, It has been configured that Contact Center Manager Server (CCMS) has acquired the CDN What should be occurring at this time on the CS1000 switch?

- A. VSID is defined
- B. CNTL should be set to YES
- C. RPRT should be set to YES
- D. The ASID parameter should set to YES

Correct Answer: B

QUESTION 6

In a customer's Local Area Network, some segments in the network do not allow multicast for transmitting data.

When configuring the Contact Center Manager Administration (CCMA) using the RTR Registry Settings (Real-Time Reporting), how can network bandwidth usage be limited?

- A. In the Output Rate box, type the maximum number of simultaneous outputs that the server is directed to allow
- B. In the Output Rate box, type the minimum number of simultaneous outputs that the server is directed to allow

C. In the Unicast Sessions box, type the maximum number of simultaneous unicast sessions that the server is directed to allow

D. In the Minimum Unicast Sessions box, type the minimum number of simultaneous unicast sessions that the server is directed to allow

Correct Answer: C

QUESTION 7

You are preparing to connect the hardware for the Contact Center Manager (CCMS) in a dual-network interface card (NIC) configuration. Which statement describes the dependency that must be considered?

A. Ensure that NetBIOS on both of the NICs is enabled

B. The ELAN subnet card comes first in the binding order

C. The Contact Center Server subnet card comes first in the binding order

D. If the server has more than two NICs, ensure that all NICs are enabled and all have IP addresses assigned to them

Correct Answer: C

QUESTION 8

After successful installation of the Contact Center application, Avaya releases a patch for this particular site which is required to fix a problem reported for the Contact Center Manager server (CCMS) for this site. Currently, the service pack "AvayaAura_CCMS_6.0.200.0.123" is installed on the CCMS and no roll-up patches have yet been installed.

What is a valid name for the site specific patch?

A. AvayaAura_CCMS_6.0.200.0.124_ServicePack

B. AvayaAura_CCMS_6.0.200.0.123_ServicePack

C. AvayaAura_CCMS_6.0.200.101.003_Patch

D. AvayaAura_CCMS_6.0.200.003_Patch

Correct Answer: C

QUESTION 9

To ensure resiliency, you have been tasked to add an additional licensing server to the network in which configuration will the additional licensing server work?

A. when the standby license manager is configured in a Nodal licensing environment

B. when the licensing server is manually selected

C. When the two licensing servers are configured for agent license load balancing

D. when the two licensing servers operate in an active-standby configuration

Correct Answer: D

QUESTION 10

An Avaya AuraTM Agent Desktop client is running Windows XP with SP3 installed. You want to ensure that the real-time reporting data will be xxx the client Which two methods will ensure this? (Choose two.)

- A. Add Internet Explorer to the firewall exception list
- B. Add the address0.0.0.0 to the trusted site list under the Internet Explorer
- C. Disable both multicast and unicast at the Contact Center Manager Administration (CCMA) server
- D. Open the appropriate ports in the client firewall
- E. Windows XP with SP3 is not supported, only SP2 and lower an supported

Correct Answer: AD

QUESTION 11

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 12

You are installing a new Contact Center Manager Server (CCMS) Application Module Link (AML) based for use with Avaya Communications Server (CS100).

Which statement about setting up and configuring the hardware connections for the CCMS is true?

- A. A direct connection to the ELAN subnet through a dedicated second network interface card (NIC) is supported
- B. A direct connection to the ELAN subnet through a dedicated NIC is required
- C. A connection to the Contact Center Server subnet through a dedicated NIC is not required

D. A connection to the ELAN subnet and the Contact Center Server subnet through a dedicated NIC is required

Correct Answer: A

QUESTION 13

You are migrating a CCMS database from a previous release of Contact Center Manager Server (CCMS) which was co-resident with Command Control Toolkit (CCTT), and is about to restore the database using the restore option from the database maintenance utility, The new CCMS is co-resident with CCT What will corrupt the database once the restore has completed?

- A. Restore contents="Data"
- B. Restore contents ="Schema"
- C. Application options = "CCT" and "CCMS"
- D. Applications options= "CCMS" and Media Type = "Tape Drive"

Correct Answer: B

QUESTION 14

You have been asked to activate Avaya Aura™ Agent Desktop Display functionality in the Call Center

Which component is a prerequisite for Agent Desktop Display in the Avaya Aura™ Contact Center environment?

- A. properly configured parameters on the Multimedia server
- B. RSM Compression (Real-Time Statistical Multicast) option that is enabled from the Contact Center Manager Server (CCMM)
- C. unicast communication from the CCMS to the client PCs
- D. multicast or unicast communication from CCMS to Contact Center Manager Administration (CCMA)

Correct Answer: D

QUESTION 15

You are installing Avaya Aura™ Contact Center with Contact Center Manager Seer (CCMS) Contact Center Manager Administrator (CCMA), Communications Control Toolkit (CCT), Contact Center Multimedia (CCMM), License Manager and Server Utility, As part of the preparation of the xxx a dedicated partition for all Applications Logs has been created.

Which utility is used to point to the new Trace logs partition

- A. Cache Log Controller
- B. Log Archiver Utility
- C. Log Control Utility

D. Trace Control Utility

Correct Answer: D

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