6202^{Q&As}

Avaya Aura(TM) Contact Center Implementation Exam

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QUESTION 1

You increased the multicast time to live value on Contact Center Manager Server (CCMS) Later when checking the RTD multicast configuration, it is discovered that the original setting is still in effect Which service must be restarted in Windows Services so that the new value can take effect?

A. CCMA lceRTDService, the CCMA Real-Time Display Service

B. CCMS RDC_Service, the Real-Time Data Calculator Service

C. CCMS RSM_Service, the Real-Time Statistical Manager Service

D. CCMS SDP_Service, the Statistical Data Propagator Service

Correct Answer: D

QUESTION 2

You are planning to install the License Manager Application on the same server on which Contact Center Manager Server (CCMS) is installed Which IP address should be entered when configuring the contact center components that require access to the License Manger?

A. the Contact Center Server subnet IP address of the server used for CCMS

B. the ELAN IP address of the server used for CCMS

C. the ELAN IP address of the switch

D. the Contact Center subnet IP address of the server used for Contact Center Server Administration (CCMA)

Correct Answer: A

QUESTION 3

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 4

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Which operating system is supported for Avaya AuraTM Contact Center server installations?

A. Windows Server 2008 SP1 Standard or Enterprise Edition X32

B. Windows Server 2003 SP2 Standard or Enterprise Edition X64

C. Windows Server 2008 R2 Standard or Enterprise Edition X64

D. Windows Server2008 Datacenter Edition X64

Correct Answer: C

QUESTION 5

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 chick on the Local Area Connection Adaptor and select Properties, then clear the IPv6 check box

Correct Answer: D

QUESTION 6

A customer has Avaya AuraTM 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 7

You are installing Contact Center Manager Administration (CCMA) on a standalone server. Which statement regarding passwords associated with CCMA running on a Windows Server 2008 operating system is true?

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A. The ice Admin user account can be deleted during the CCMA installation

B. The ice Admin user account password must be established during installation of CCMA

C. If the ice Admin password is changed, CCMA cannot be logged on to either as web admin of any other user

D. If the default web admin password is changed, CCMA cannot be logged on to either as ice Admin or as any other user

Correct Answer: B

QUESTION 8

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

QUESTION 9

A customer has just completed installing an Avaya AuraTM Contact Center solution with Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA) and Security Framework, The CCMA Server which was just installed with Security Framework needs to be backed up.

Which statement about Security Framework backup true?

A. Use the CCMA Backup and Restore link under CCMA Configuration

B. Use the Security Framework Backup and Restore utility

C. The Security Framework can be backed-up using the CCMS Backup Utility

D. Backup and restore the security framework configuration from the UCM Web Based tool

Correct Answer: B

QUESTION 10

A customer has an Avaya AuraTM 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 11

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 12

A customer works a High Availability solution installed. As a part of the solution, you are implementing active and standby Contact Center Manager Servers (CCMS) with Managed IP. A Contact Center Manager Application (CCMA) server will manage both via the Manage IP addresses.

Which statement about Managed IP and server name indentify in the CCMA server is true?

A. A DNS or a CCMA hosts file must be configured with only the host server name of the active server and the Managed Contact Center Server Subnet IP address

B. A DNS or a configured with only the host server name of the active server and the Contact Center Server Subnet IP address

C. A DNS or a configured with a Pseudo Managed Server Name and managed Contact Center Server Subnet IP of the active server pair and Standby servers

D. A DNS or a CCMA hosts file must be configured with the host server name of each active and Standby servers and the ELAN Subnet IP of each one of them

Correct Answer: C

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QUESTION 13

You are configuring the Contact Center Manager Server (CCMS) operating system as part of the pre- installation tasks.

What is a valid name for the server computer name?

A. Toronto2

B. 2Toronto

C. Toronto2_

D. Toronto 2

Correct Answer: A

QUESTION 14

After completing the in installation of the Contact Center Manager Server (CCMS), you want to display the installation log. What is the path to this log?

A. D:\Avaya\Logs\PV|

B. C:\Logs\CCMS

C. C:\Avaya\Logs\Sysops

D. D:\Log\CMS

Correct Answer: C

QUESTION 15

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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