



6202.1^{Q&As}

Avaya Aura(TM) Contact Center Implementation Exam

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**QUESTION 1**

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

QUESTION 2

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

QUESTION 3

When deploying Avaya Aura™ Contact Center servers. Which third-party software applications are supported?

- A. Specified anti-Virus software, (off-line) back-up utilities, and Customer Relationship Management (CRM) services



- B. Specified anti-Virus software and (off-line) back-up utilities
- C. Specified anti-virus software and Avaya AuraTM Agent Desktop
- D. Specified anti-virus software, (off-line) back-up utilities, and Avaya AuraTM Agent Desktop

Correct Answer: B

QUESTION 4

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 5

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

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