



6202.1^{Q&As}

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**QUESTION 1**

A customer has a prepared that works with Service Demand Architecture (SOA) web services directly to the Contact Center Manager Server (CCMS) which are SOA web services enabled at the Contact Center Manager Server (CCMS)?

- A. Using the CCMS server configuration, access the WS Open interface tab and select SOA ENABLED
- B. SOA is enabled by default in the CCMS as a part of the installation
- C. SOA Web Service is not supported in Avaya AuraTM Contact Center 6.0
- D. While adding a new CCMS server to the Contact Center Manager Administration (CCMA) server via the web client. Select the "web services" are under the new CCMS server being added. and select SOA ENABLED

Correct Answer: A

QUESTION 2

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?

- 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 3

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 4**

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 5

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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