



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

Which main components on Avaya AuraTM for Midsize Enterprises (formerly known as MBT), must be configured to integrate with Contact Center Manager Server (CCMS) in an Avaya AuraTM Contact Center environment?

- A. System Platform, Media Server and Utility Server
- B. Cdom, WebLM License Manager and XEN Server
- C. SIP Enablement Services, Application Enablement Services and Communications Manager
- D. Office Communications Server, Media Application Server and Converged Office Server

Correct Answer: C

QUESTION 3

Which pre-installation preparations must be completed on a Platform Vendor Independent (PVI) server before installing Avaya AuraTM Contact Center server applications?

- A. Enable IPV6 . Ensure SNMP is disabled. Enable NetBIOS. The ELAN card must be first in the binding order
- B. Enable IPV6. Ensure SNMP is enabled. Enable NetBIOS. The Contact Center Subnet (CLAN) card must the first in the binding order
- C. Disable IPV6. Ensure SNMP is enabled. Disable NetBIOS. The Contact Center Subnet (CLAN) card must be first in the binding order
- D. Disable IPV6. Ensure SNMP is enabled .Disable NetBIOS .The ELAN card must be first in the binding order

Correct Answer: C

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

You have installed Contact Center Manager Administration (CCMA), and need to change SSL and ADAM (Active Directory Application Mode) port numbers due to a port conflict On CCMA server, what is used to change the port number?

- A. CCMA Launch pad Configuration
- B. Server Configuration Parameter
- C. ADAM Port Number Utility
- D. AD-LDS ADSI Edit

Correct Answer: C

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