



6202.1^{Q&As}

Avaya Aura(TM) Contact Center Implementation Exam

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**QUESTION 1**

You have installed Contact Center Manager Administration (CCMA) and Security Framework on the same server, The customer wants to force Unified Communications Manager (UCM) users to change their password every 60 days.

Which link under UCM is used to change the password aging setting?

- A. Administrative Users
- B. Audit
- C. Password
- D. Policies

Correct Answer: D

QUESTION 2

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 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 Aura™ Agent Desktop



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

Correct Answer: B

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 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 Manager?

- 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

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