



# 6202<sup>Q&As</sup>

Avaya Aura(TM) Contact Center Implementation Exam

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**QUESTION 1**

A customer has just completed installing an Avaya Aura™ 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

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**QUESTION 2**

A customer is deploying Security Framework with single sign on (SSO) functionality As a part of the configuration, it is necessary to login to the Security Framework web tool-UCM.

Which user can access and configure the Configuration window

- A. admin
- B. sysadmin
- C. webadmin
- D. local server administrator

Correct Answer: A

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**QUESTION 3**

Which process is performed by the Contact Center Server database migration tool during an upgrade?

- A. It creates a new database for the upgrade to Avaya Aura™ Contact Center
- B. It extracts customer data and prepares it for the upgrade to Avaya Aura™ Contact Center
- C. It upgrades all processes to Avaya Aura™ Contact Center
- D. It migrates Avaya Aura™ Contact Center applications to new server platforms

Correct Answer: B

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**QUESTION 4**

Which pre-installation preparations must be completed on a Platform Vendor Independent (PVI) server before installing Avaya Aura™ 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

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**QUESTION 5**

You are currently implementing HA (High Availability) campus solution on the Contact Center Manager Server (CCMS), and have done he following

. Installed the standby server with its own ELAN and Contact Center LAN IP addresses . Obtained two IP addresses for the managed IP addresses ELAN and the Contact Center LAN . Configured the hosts file and the DNS that will reflect the new managed IP addresses . Marked the server as active with all of the managed IP and standby server IP addresses on the active server under server mode configuration screen

What is the next step in the deployment of campus HA?

- A. Configure the standby server manually as a standby with the same information that was entered at the active server
- B. Configure a backup location, run immediate backup of the active server, and run a restore of the same backup on the standby server
- C. Enable shadowing on the active server and synchronize the database
- D. Enable shadowing on the standby server and synchronize the active server database

Correct Answer: B

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