



6202^{Q&As}

Avaya Aura(TM) Contact Center Implementation Exam

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**QUESTION 1**

You are installing the Contact Center Manager Administration (CCMA) software on a prepared server for the first time. This will be the first CCMA server on the network. The System Readiness Check window indicates under the software tab that Web Server Internet Information Service (xx) is not installed on the server. The installation wizard was stopped.

What should be done to connect the error?

- A. Return the installation wizard and ignore the message
- B. Continue the installation wizard, then download and install IIS before rebooting
- C. Re-install the Windows operating system with IIS Service
- D. Using Windows 2008 Server Manager, Add Role that will install IIS

Correct Answer: D

QUESTION 2

A customer has purchased Avaya Aura™ Contact Center with the correct licensing to provide Open Queue session license and to provide agent licenses for the required multimedia contact types. For this customer, where is Open Queue enabled?

- A. In the Contact Center Manager Sever (CCMS), Server Configuration, in the Main Menu Licensing tab
- B. in the Contact Center License Manager, Configuration, in the Contact Center Licensing tab
- C. in the CCMS, Multimedia Commissioning, Multimedia Licensing tab
- D. in the Contact Center Manager Administration (CCMA), Configuration, Applications, in the LM Service Configuration Setup tab

Correct Answer: A

QUESTION 3

How does Avaya recommend a Release Update (RU) or Service Pack (SP) be added during the installation of the Aura™ Contact Center applications?

- A. Create a shared folder with full access on a network drive and download the RU or SP to it
- B. Stop the installation and use Add/Remove Programs to add the downloaded RU or SP
- C. Create a folder on the server where the Contact Center software is being installed and download the RU or SP to it
- D. Download the RU or SP and write it onto a DBD and then use the DVD to install it onto the server

Correct Answer: C

**QUESTION 4**

You are migrating a CCMS database from a previous release of Contact Center Manager Server (CCMS) which was co-resident with Command Control Toolkit (CCTT), and is about to restore the database using the restore option from the database maintenance utility, The new CCMS is co-resident with CCT What will corrupt the database once the restore has completed?

- A. Restore contents="Data"
- B. Restore contents ="Schema"
- C. Application options = "CCT" and "CCMS"
- D. Applications options= "CCMS" and Media Type = "Tape Drive"

Correct Answer: B

QUESTION 5

You have been asked to activate Avaya Aura™ Agent Desktop Display functionality in the Call Center

Which component is a prerequisite for Agent Desktop Display in the Avaya Aura™ Contact Center environment?

- A. properly configured parameters on the Multimedia server
- B. RSM Compression (Real-Time Statistical Multicast) option that is enabled from the Contact Center Manager Server (CCMM)
- C. unicast communication from the CCMS to the client PCs
- D. multicast or unicast communication from CCMS to Contact Center Manager Administration (CCMA)

Correct Answer: D

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