



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

Avaya Aura(TM) Contact Center Implementation Exam

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### QUESTION 1

To ensure resiliency, you have been tasked to add an additional licensing server to the network in which configuration will the additional licensing server work?

- A. when the standby license manager is configured in a Nodal licensing environment
- B. when the licensing server is manually selected
- C. When the two licensing servers are configured for agent license load balancing
- D. when the two licensing servers operate in an active-standby configuration

Correct Answer: D

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### QUESTION 2

You are preparing to connect the hardware for the Contact Center Manager (CCMS) in a dual-network interface card (NIC) configuration. Which statement describes the dependency that must be considered?

- A. Ensure that NetBIOS on both of the NICs is enabled
- B. The ELAN subnet card comes first in the binding order
- C. The Contact Center Server subnet card comes first in the binding order
- D. If the server has more than two NICs, ensure that all NICs are enabled and all have IP addresses assigned to them

Correct Answer: C

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### QUESTION 3

A customer supplied a server that fully meets the Platform Vendor Independent (PVI) specification for supporting a full co-resident software installation of Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), Communication Control Toolkit (CCT), Contact Center Multimedia (CCMM), License Manager, Server Utility and Security Framework The server has: Quad- Core Xeon 2.8 GHz CPU, 8 GB RAM, 531 GB hard disk space available When doing a full co-resident installation, what is the supported number of Agents and Calls per Hour (CPH)?

- A. Less than 100 Agents, and less than 4000 CPH
- B. Less than 200 Agents, and less than 12000 CPH
- C. Less than 600 Agents, and less than 24000 CPH
- D. Less than 1200 Agents, and less than 50000 CPH

Correct Answer: B

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### QUESTION 4



A customer is implementing a SIP-based Avaya Aura™ Contact Center. The customer currently has Avaya Aura ME (Midsize Enterprise) system installed (Formerly known as MBT-Midsize Business Template).

Which protocol is used to transfer messages between the Avaya Aura ME AES (Application Enable Service) component and the Contact Center Manager Server (CCMS) component?

- A. Meridian Link Protocol
- B. H323
- C. TR/87
- D. Application Module Link (AML)

Correct Answer: C

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#### QUESTION 5

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

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