



6202.1^{Q&As}

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**QUESTION 1**

Which three operating systems are supported for a Contact Center Manager Application (CCMA) client installation?(Choose three)

- A. Windows 2000 Professional
- B. Windows XP Professional SP2 or later
- C. Windows Vista Business SP1 (32-bit)
- D. Windows Vista Basic
- E. Windows 7

Correct Answer: BCE

QUESTION 2

You are installing a new Contact Center Manager Server (CCMS) Application Module Link (AML) based for use with Avaya Communications Server (CS100).

Which statement about setting up and configuring the hardware connections for the CCMS is true?

- A. A direct connection to the ELAN subnet through a dedicated second network interface card (NIC) is supported
- B. A direct connection to the ELAN subnet through a dedicated NIC is required
- C. A connection to the Contact Center Server subnet through a dedicated NIC is not required
- D. A connection to the ELAN subnet and the Contact Center Server subnet through a dedicated NIC is required

Correct Answer: A

QUESTION 3

A customer has an Avaya Aura™ Contact Center installed with License Manager co-resident on Contact Center Manager Server (CCMS) Which two operations can the License manager Configuration utility be used to perform on the server? (Choose two)

- A. Display status of Primary and Secondary License Manager
- B. Display the maximum number of Voice Agents allowed to login
- C. Display License Manager Communication error codes
- D. Apply a new License Manager unlock code to reset the grace period

Correct Answer: AD

**QUESTION 4**

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

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 Manger?

- 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

QUESTION 6

You have completed the stand-alone installation of Contact Center Manager Administration (CCMA) software on a fully prepared Platform Vendor Independent (PVI) server The CCMA cannot establish a connection to the Contact Center Manager Server (CCMS) What is one of the first steps to troubleshoot the problem?

- A. Reinstall CCMA
- B. Ensure that the correct sys-admin password is being used
- C. Change the IP multicast sending address on the CCMS server
- D. Ensure that the CCMS and CCMA servers have been added to a domain

Correct Answer: B

QUESTION 7



A customer has installed Contact Center Manager Administration (CCMA) to manage Contact Center Manager Server (CCMS) , The servers can communicate with other servers and PCs using either multicast or unicast data How is real-time data sent from the Avaya AuraTM Contact Center servers to the desktop PCs?

- A. CCMS sends only multicast data to CCMA, which then sends either multicast or unicast data to desktop PCs
- B. CCMS sends only multicast data to CCMA, which then sends only multicast data to desktop PCs
- C. CCMS sends only multicast data to CCMA, which then sends only unicast data to desktop PCs
- D. CCMS sends either multicast or unicast data to CCMS, which then sends either multicast or unicast data to desktop PCs

Correct Answer: D

QUESTION 8

You are preparing for the first backup of the Contact Center Manager Server (CCMS). The environment requires a backup to a remote directory.

Which step is required for a successful database backup via the Contact Center Database Maintenance window?

- A. Add the Windows user account to the "Log on as a backup" policy
- B. Configure backup username using Server Name\username format under the Backup Location tab
- C. Shut down all services on the CCMS
- D. Verify that a backup tape is available

Correct Answer: B

QUESTION 9

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 10

A customer has an Avaya Communications Server 1000 (CS 1000) and wants to implement SIP Based Avaya AuraTM Contact Center.



What is the minimum release of the CS1000 software that is supported with the SIP Based Contact Center?

- A. 40
- B. 50
- C. 55
- D. 60

Correct Answer: B

QUESTION 11

A company is planning to implement a stand-alone Contact Center Manager Server (CCMS) license with 50 Voice Agents.

Which license type should the company purchase?

- A. Essential
- B. Nodal NCC
- C. Nodal Enterprise
- D. Corporate Enterprise

Correct Answer: A

QUESTION 12

You are preparing a Platform Vendor Independent (PVI) server for Contact Center manager Server (CCMS) Application installation The Contact Center type is an Application Module Link (AML) based Avaya Communications Server 1000 (CS1000) Contact Center multimedia (CCMM) is not a part of the solution Which two statements describe the settings that should be configured from Date and Time? (Choose two.)

- A. Ensure the Windows time service is disabled
- B. Ensure the Windows time service is enabled
- C. Ensure Windows Date and Time Settings are disabled
- D. Ensure Windows Date and Time Settings are enabled
- E. Ensure both "automatically adjust clock for daylight savings changes" and "automatically synchronize with an internet time server" check boxes are selected

Correct Answer: AC

QUESTION 13



You are configuring the RSM settings on a newly installed Contact Center manager Server (CCMS).

Which address is within the acceptable range for use as an IP multicast address on CCMS?

- A. 223.0.0.255
- B. 225.0.1.254
- C. 242.0.1.0
- D. 240.25.255.254

Correct Answer: B

QUESTION 14

You are installing Avaya Aura™ Contact Center with Application Module Link (AML) connectivity to an Avaya Communications Server 1000 (CS1000) RIs. 6.0 and Call Pilot RIs 5.0

To integrate the systems, where must the Call Pilot IP address be configured during the CCMS installation?

- A. Installation Data window, CS1000 tab
- B. Installation Data window, CCMS tab
- C. Installation Data window, License Manager Tab
- D. Installation Data window, Call Pilot tab

Correct Answer: A

QUESTION 15

You want to implement High Availability which licensable feature is needed as a part of the License File?

- A. Multiplicity
- B. Networking
- C. Standby Server
- D. Universal Networking

Correct Answer: C