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QUESTION 1

How does Avaya recommend a Release Update (RU) or Service Pack (SP) be added during the installation of the AuraTM 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 2

You are installing an Application Module Link (AML) based Contact Center Manager Server (CCMS) with only one network interface card (NIC) CARD After finishing the installation, and looking under the System Control and Monitor Utility, it is noticed that the TFE, VSM and ASM services are down.

Which three situations can cause this? (Choose three)

A. There is no network connection between the CCMS and Communications Server 1000 (CS1000) Ping both directions to verify the connection

B. Nodal License must be changed to a Corporate License, otherwise the services will stay down

C. Within the CS1000 AML configuration, verify ELAN and VAS configuration and verify AML is enabled

D. Only a SIP-based CCMS can have one LAN card Add a second LAN card

Correct Answer: A

QUESTION 3

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

QUESTION 4

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 5

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

QUESTION 6

When preparing a server platform operating system with 8 GB of RAM and 500 GB of hard drive space for Contact Center Manager Server (CCMS) XXXX will how you configure the server\\'s Virtual Memory settings?

A. Set the Virtual Memory to equal one-half of the physical memory

B. Set the Virtual Memory to equal the physical memory

C. Set the Virtual Memory to equal two times the physical memory

D. Let the Operating System manage the Virtual Memory

Correct Answer: A

QUESTION 7

A customer is installing Avaya AuraTM Contact Center with Application Module Link (AML) connectivity to an Avaya Communication Server 1000 (CS1000) switch with a remote survivable CS1000 backup site (Geographical Redundancy) As part of the solution the customer wants to implement xxx AML based contact center with Contact CENTER Manager Server (CCMS) installed in the main site and in a remote Backup site. You are currently installing the primary site CCMS? What is the process for configuring the CS1000 Remote Backup/Survival Call Server (Survival Media Gateway)?

A. during CCMS Installation go to the Installation Data Window to the CS1000 tab, enter the CS1000 SMG ELAN IP address in the "Alternative Switch IP Address" Field

B. during CCMS Installation go to the Installation Data Window to the CS1000 tab, enter the CS1000 SMG Contact Center Subnet IP address in the "Alternative Switch IP Address" Field

C. In the CS1000 System Element Manager, configure the alternate Switch IP Address, The CS1000 will distribute the primary CCMS registration IP to the backup CS1000 SMG

D. In the CS1000 System, configure a management IP and use this IP in the "Switch IP Address" field under the CS1000 tab in the Installation Wizard

Correct Answer: A

QUESTION 8

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

QUESTION 9

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 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

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 12

A customer has installed Contact Center manager Administration (CCMA) on a Platform Vendor Independent (PVI) server.

They want to send data on their client PC via unicast stream where can the Application server be configured to send data using unicast?

A. RSM IP address window on Contact Center Manager Server (CCMS)

B. Multicast Ctrl on CCMA

C. RTR Registry Settings on CCMA

D. RSM Config on CCMA

Correct Answer: C

QUESTION 13

You have just completed the installation of Contact Center Manager Server (CCMS) and Licensing Manager on a Platform Vendor Independent (PVI).

How should you complete the installation of the Server Utility?

A. You will need to have Avaya support personnel remotely install the Server Utility

B. You can reinsert the installation DVD and run setup exe again, selecting only the Server Utility to be installed

C. You will need to restart the entire installation process, beginning with the installation of the operating system

D. You can install the Server Utility from a shortcut on the Windows Start menu

Correct Answer: B

QUESTION 14

You have just completed the installation of Contact Center Manager Server (CCMS) and Licensing Manager on a Windows 2008 server The license file now needs to be placed in service How should you complete this task?

A. The license file is automatically placed in service via the License Manager Installation process

B. You can copy the license file onto the server (D: drive) where the License Manager is installed, and then use the License Manager Configuration utility to point to the file

C. You can edit the license file on the server where License Manager is installed, then use the License Manager Configuration utility to update the file

D. You can use the License Manager Configuration utility to download the license file from the Avaya license website

Correct Answer: A

QUESTION 15

Which operating system features should be enabled in Windows Server 2008 operating system before you install Contact Center Manager Administration (CCMA)?

A. Windows Server Backup for running CCMA Server Backups and Internet Information Services (IIS)

B. TFTP Client to Backup of the CCMA configuration files to remote TFTP Server and XPS Viewer to view reports on the server

C. Storage Manager for SAN\\'s for managing the remote backups and IIS

D. IIS and XPS Viewer to view reports on the server

Correct Answer: A

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