6202^{Q&As}

Avaya Aura(TM) Contact Center Implementation Exam

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QUESTION 1

You have installed Contact Center Manager Administration (CCMA) and Security Framework on the same server, The customer wants to force Unified Communications Manager (UCM) users to change their password every 60 days.

Which link under UCM is used to change the password aging setting?

A. Administrative Users

B. Audit

C. Password

D. Policies

Correct Answer: D

QUESTION 2

A customer has a prepared that works with Service Demand Architecture (SOA) web services directly to the Contact Center Manager Server (CCMS) which are SOA web services enabled at the Contact Center Manager Server (CCMS)?

A. Using the CCMS server configuration, access the WS Open interface tab and select SOA ENABLED

B. SOA is enabled by default in the CCMS as a part of the installation

C. SOA Web Service is not supported in Avaya AuraTM Contact Center 6.0

D. While adding a new CCMS server to the Contact Center Manager Administration (CCMA) server via the web client. Select the "web services" are under the new CCMS server being added. and select SOA ENABLED

Correct Answer: A

QUESTION 3

You are installing a standalone Contact Center Manager Server (CCMS) The Application will be installed on a Windows Server 2008 operating system. As a part of the Windows Server 2008 operating system preparation the IPv6 option needs to be removed.

What is one way to disable IPv6 functionality?

A. IPv6 is disabled by default on Windows Server 2008 operating system

B. Perform a NET USE IPV6 DISABLE within a command window

C. Under Control Panel, go to System and Security and remove IPv6 addressing

D. Right chick on the Local Area Connection Adaptor and select Properties, then clear the IPv6 check box

Correct Answer: D

QUESTION 4

When installing SIP-based Avaya AuraTM Contact Center, what component provides Voice Processing for calls entering the contact center?

A. Media Processing Server (MPS\\')

B. Call Pilot

C. Media Application Server (MAS)

D. Avaya AuraTM Midsize Enterprise (MBT)

Correct Answer: C

QUESTION 5

Which three items will back up using the Contact Center manager Administration (CCMA) Backup and Restore utility? (Choose three)

A. Access Classes

B. Emergency Help configuration settings

C. Partitions

D. Real-Time Reporting configuration settings

Correct Answer: ABD

QUESTION 6

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 7

In a SIP based Avaya AuraTM Contact Center, the Contact Center Manager Server (CCMS) supports secure Transport Layer Security (TLS) communication.

When implementing Security Certificate management for TLS in the CCMS, what is the first step that must be accomplished?

A. Create the Certificate Store in the CCMS

B. Apply the Signed Certificate to the CCMS

C. Create a Certificate Signing Request (CSR) file from the CMS

D. Apply the Certificate Authority (CA) Root Certificate to the CCMS

Correct Answer: D

QUESTION 8

When commissioning an Avaya AuraTM Contact Center, You need to associate the Communication Control Toolkit (CCT) with a Contact Center Manager Server (CCMS) Assume the CCMS has Open Queue enabled.

Which process is used to associate a CCT server with CCMS?

A. In the Communication Control Toolkit (CCT) Windows interface go to Avaya, then to Contact Center, then to CCT, then to CCT Console, to Server Configuration

B. In the Contact Center Manager Server (CCMS) Windows interface go to Avaya, then to Manager Server, to Server Configuration

C. In the Contact Center Manager Administration (CCMA) web interface go to Launch pad, then to Configuration, then to Server, to Add Server

D. In the Contact Center Manager Server (CCMS) Windows interface goes to Avaya, then to Contact Center, then to Manager Server, to Network Configuration

E. In the Communication Control Toolkit (CCT) Web Admin interface go to Providers, then to Passive, then to Terminate, to Add Terminate

Correct Answer: A

QUESTION 9

After completing the in installation of the Contact Center Manager Server (CCMS), you want to display the installation log. What is the path to this log?

A. D:\Avaya\Logs\PV|

B. C:\Logs\CCMS

C. C:\Avaya\Logs\Sysops

D. D:\Log\CMS

Correct Answer: C

QUESTION 10

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 11

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 12

A customer has a multimode environment with Network Control Center (NCC), Contact Center Manager Administration (CCMA), and co-resident Contact Center Manager Server (CCMS) License manager Server Utility.

What is the correct order to upgrade their servers?

A. co-resident CCMS/License Manager/Server Utility, then NCC then CCMA

B. CCMA, then NCC then co-resident CCMS/License Manager/Server Utility

C. NCC, then CCMA then co-resident CCMS/License Manager/Server Utility

D. NCC, then co-resident CCMS/License Manager/Server Utility then CCMA

Correct Answer: B

QUESTION 13

You are installing Contact Center manager Administration (CCMA) on a standalone server.

How should the IP multicast address be set on the CCMA server that?

A. The CCMA server IP multicast sending address must be the same as the IP multicast sending address on the Contact Center Manager Server (CCMS) but different from the IP multicast receiving address in CCMA

B. The CCMA server IP multicast sending address must be the same as the IP multicast receiving address on the CCMS, but different from the IP multicast sending address in CCMA

C. The CCMA server IP multicast sending address must be the same as the IP multicast sending address on the CCMS, but different from the IP multicast sending address in CCMA

D. The CCMA server IP multicast sending address must be the same as the CCMA server IP multicast sending address, but different from the IP multicast sending address in CCMS

Correct Answer: D

QUESTION 14

A customer works a High Availability solution installed. As a part of the solution, you are implementing active and standby Contact Center Manager Servers (CCMS) with Managed IP. A Contact Center Manager Application (CCMA) server will manage both via the Manage IP addresses.

Which statement about Managed IP and server name indentify in the CCMA server is true?

A. A DNS or a CCMA hosts file must be configured with only the host server name of the active server and the Managed Contact Center Server Subnet IP address

B. A DNS or a configured with only the host server name of the active server and the Contact Center Server Subnet IP address

C. A DNS or a configured with a Pseudo Managed Server Name and managed Contact Center Server Subnet IP of the active server pair and Standby servers

D. A DNS or a CCMA hosts file must be configured with the host server name of each active and Standby servers and the ELAN Subnet IP of each one of them

Correct Answer: C

QUESTION 15

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

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