

6202.1^{Q&As}

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QUESTION 1

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 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

QUESTION 3

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 Aura™ 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 4

A customer is installing Avaya Aura™ 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 5

You have just completed installing Contact Center Manager Administration (CCMA) and Security Framework. An external LDAP user needs to be created via the Unified Communications Manager (UCM).

Which configuration must be run before creating the user?

- A. Configure the LDAP server information under the external authentication
- B. Under the Add Administrative user window choose Authentication type-External and configure the server IP
- C. The CCMA User Migration tool must be used to configure the LDAP server
- D. The user must be created via Access and Partition Management under the CCMA

Correct Answer: A

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