6202.1 Q&As

Avaya Aura(TM) Contact Center Implementation Exam

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QUESTION 1

A customer has Avaya AuraTM Midsize Enterprise (formerly MBT) and is implementing SIP Based Contact Center Manager (CCMS), They are running the installation wizard and have reached the installation Data window Under the SIP Network tab, which IP address should be entered in the SIP CTI Proxy Server field?

A. the AES Server IP address

B. the Avaya Communications Server 1000(CS1000) Network Routing Server (NRS) IP address

C. the SES Server IP address

D. the Media Server IP address

Correct Answer: A

QUESTION 2

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 3

You have installed Contact Center Manager Administration (CCMA), and need to change SSL and ADAM (Active Directory Application Mode) port numbers due to a port conflict On CCMA server, what is used to change the port number?

A. CCMA Launch pad Configuration

B. Server Configuration Parameter

C. ADAM Port Number Utility

D. AD-LDS ADSI Edit

Correct Answer: C

QUESTION 4

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 5

You have been asked to activate Avaya AuraTM Agent Desktop Display functionality in the Call Center

Which component is a prerequisite for Agent Desktop Display in the Avaya AuraTM Contact Center environment?

A. properly configured parameters on the Multimedia server

B. RSM Compression (Real-Time Statistical Multicast) option that is enabled from the Contact Center Manager Server (CCMM)

C. unicast communication from the CCMS to the client PCs

D. multicast or unicast communication from CCMS to Contact Center Manager Administration (CCMA)

Correct Answer: D

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