

## 6202.1<sup>Q&As</sup>

Avaya Aura(TM) Contact Center Implementation Exam

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## QUESTION 1

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

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## 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

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## QUESTION 3

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

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**QUESTION 4**

Avaya requires you to configure a remote support access tool on Avaya Aura™ Contact Center servers to provide remote support.

Which remote access tool does Avaya recommend?

- A. NetMeeting
- B. pcAnywhere
- C. LogMeIn Rescue
- D. Remote Desktop Access

Correct Answer: C

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**QUESTION 5**

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 Managed IP addresses.

Which statement about Managed IP and server name identify 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

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