

6202.1^{Q&As}

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QUESTION 1

When deploying Avaya AuraTM Contact Center servers. Which third-party software applications are supported?

- A. Specified anti-Virus software, (off-line) back-up utilities, and Customer Relationship Management (CRM) services
- B. Specified anti-Virus software and (off-line) back-up utilities
- C. Specified anti-virus software and Avaya AuraTM Agent Desktop
- D. Specified anti-virus software, (off-line) back-up utilities, and Avaya AuraTM Agent Desktop

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 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 4

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 5

A customer has Avaya Aura™ 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

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