6202 Q&As

Avaya Aura(TM) Contact Center Implementation Exam

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QUESTION 1

You are using Security Framework installed on the network for single sign on (SSO) proposes. Currently two existing Contact Center Manager administration (CCMA) systems are working with the Security Framework. An additional new CCMA was added.

Which statement describes what should be done to use the SSO functionality by the new Server?

A. Add the new CCMA host name to the Security Framework as a trusted site. Then SSO will be enabled

B. Configure the "Security Settings" section in the CCMA Server new Configuration utility. Then the Policy Agent for SSO will be enabled

C. Map between the CCMA Existing user to a Communications Control Toolkit (CCT) User by using the "CCMA User Migration" tool on the CCMA Server, then SSO will be enabled

D. Configure the "Security Settings" on the CCMA Windows Server 2008 operating system and point to the Security Framework IP Address, then SSO will be enabled

Correct Answer: A

QUESTION 2

Which method does Avaya recommend for installing Contact Center Manager Server (CCMS) on a supported server?

A. Run the installation from a remote hard disk copy of the installation DVD.

B. Run the installation from a remote DVD-ROM drive that is accessible from the server over the LAN.

C. Run the installation from the installation DVD, and use the DVD-ROM drive that is part of the server

D. Run the installation from a remote DVD-ROM drive that is accessible from the server over the Internet

Correct Answer: C

QUESTION 3

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 4

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

QUESTION 5

Which operating system features should be enabled in Windows Server 2008 operating system before you install Contact Center Manager Administration (CCMA)?

A. Windows Server Backup for running CCMA Server Backups and Internet Information Services (IIS)

B. TFTP Client to Backup of the CCMA configuration files to remote TFTP Server and XPS Viewer to view reports on the server

C. Storage Manager for SAN\\'s for managing the remote backups and IIS

D. IIS and XPS Viewer to view reports on the server

Correct Answer: A

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