

6202^{Q&As}

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QUESTION 1

When commissioning an Avaya Aura™ 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 2

You are configuring the RSM settings on a newly installed Contact Center manager Server (CCMS).

Which address is within the acceptable range for use as an IP multicast address on CCMS?

- A. 223.0.0.255
- B. 225.0.1.254
- C. 242.0.1.0
- D. 240.25.255.254

Correct Answer: B

QUESTION 3

When installing SIP-based Avaya Aura™ Contact Center, what component provides Voice Processing for calls entering the contact center?

- A. Media Processing Server (MPS\)
- B. Call Pilot
- C. Media Application Server (MAS)

D. Avaya AuraTM Midsize Enterprise (MBT)

Correct Answer: C

QUESTION 4

A customer has purchased Avaya AuraTM Contact Center with the correct licensing to provide Open Queue session license and to provide agent licenses for the required multimedia contact types For this customer, where is Open Queue enabled?

- A. In the Contact Center Manager Sever (CCMS), Server Configuration, in the Main Menu Licensing tab
- B. in the Contact Center License Manager, Configuration, in the Contact Center Licensing tab
- C. in the CCMS, Multimedia Commissioning, Multimedia Licensing tab
- D. in the Contact Center Manager Administration (CCMA), Configuration, Applications, in the LM Service Configuration Setup tab

Correct Answer: A

QUESTION 5

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

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