6202 Q&As

Avaya Aura(TM) Contact Center Implementation Exam

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QUESTION 1

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 Manage IP addresses.

Which statement about Managed IP and server name indentify 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

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

After successful installation of the Contact Center application, Avaya releases a patch for this particular site which is required to fix a problem reported for the Contact Center Manager server (CCMS) for this site. Currently, the service pack "AvayaAura_CCMS_6.0.200.0.123" is installed on the CCMS and no roll-up patches have yet been installed.

What is a valid name for the site specific patch?

A. AvayaAura_CCMS_6.0.200.0.124_ServicePack

B. AvayaAura_CCMS_6.0.200.0.123_ServicePack

C. AvayaAura_CCMS_6.0.200.101.003_Patch

D. AvayaAura_CCMS_6.0.200.003_Patch

Correct Answer: C

QUESTION 4

A customer is implementing a SIP-based Avaya AuraTM Contact Center The customer currently has Avaya Aura ME (Midsize Enterprise) system installed (Formerly known as MBT-Midsize Business Template)

Which protocol is used to transfer messages between the Avaya Aura ME AES (Application Enable Service) component and the Contact Center Manager Server (CCMS) component?

A. Meridian Link Protocol

B. H323

C. TR/87

D. Application Module Link (AML)

Correct Answer: C

QUESTION 5

Which three operating systems are supported for a Contact Center Manager Application (CCMA) client installation?(Choose three)

A. Windows 2000 Professional

B. Windows XP Professional SP2 or later

C. Windows Vista Business SP1 (32-bit)

D. Windows Vista Basic

E. Windows 7

Correct Answer: BCE

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