

6202^{Q&As}

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QUESTION 1

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

QUESTION 2

A customer has installed Contact Center manager Administration (CCMA) on a Platform Vendor Independent (PVI) server.

They want to send data on their client PC via unicast stream where can the Application server be configured to send data using unicast?

- A. RSM IP address window on Contact Center Manager Server (CCMS)
- B. Multicast Ctrl on CCMA
- C. RTR Registry Settings on CCMA
- D. RSM Config on CCMA

Correct Answer: C

QUESTION 3

You are installing Contact Center manager Administration (CCMA) on a standalone server.

How should the IP multicast address be set on the CCMA server that?

- A. The CCMA server IP multicast sending address must be the same as the IP multicast sending address on the Contact Center Manager Server (CCMS) but different from the IP multicast receiving address in CCMA
- B. The CCMA server IP multicast sending address must be the same as the IP multicast receiving address on the CCMS, but different from the IP multicast sending address in CCMA
- C. The CCMA server IP multicast sending address must be the same as the IP multicast sending address on the CCMS, but different from the IP multicast sending address in CCMA

D. The CCMA server IP multicast sending address must be the same as the CCMA server IP multicast sending address, but different from the IP multicast sending address in CCMS

Correct Answer: D

QUESTION 4

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

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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