6202 Q&As

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QUESTION 1

You are preparing a Windows 2008 Server for Contact Center Manager Server (CCMS) and Server Utility installation. Which operation on the server can the Server Utility perform?

A. Perform event preferences

B. Perform database restores

C. Administer Contact Center Agent login credentials

D. Modify Real-Time Display interface parameters

Correct Answer: A

QUESTION 2

You are migrating a CCMS database from a previous release of Contact Center Manager Server (CCMS) which was co-resident with Command Control Toolkit (CCTT), and is about to restore the database using the restore option from the database maintenance utility, The new CCMS is co-resident with CCT What will corrupt the database once the restore has completed?

A. Restore contents="Data"

B. Restore contents ="Schema"

C. Application options = "CCT" and "CCMS"

D. Applications options= "CCMS" and Media Type = "Tape Drive"

Correct Answer: B

QUESTION 3

You are installing a standalone Contact Center Manager Server (CCMS) The Application will be installed on a Windows Server 2008 operating system. As a part of the Windows Server 2008 operating system preparation the IPv6 option needs to be removed.

What is one way to disable IPv6 functionality?

A. IPv6 is disabled by default on Windows Server 2008 operating system

B. Perform a NET USE IPV6 DISABLE within a command window

C. Under Control Panel, go to System and Security and remove IPv6 addressing

D. Right chick on the Local Area Connection Adaptor and select Properties, then clear the IPv6 check box

Correct Answer: D

QUESTION 4

An Avaya AuraTM Agent Desktop client is running Windows XP with SP3 installed. You want to ensure that the real-time reporting data will be xxx the client Which two methods will ensure this? (Choose two.)

A. Add Internet Explorer to the firewall exception list

B. Add the address0.0.0.0 to the trusted site list under the Internet Explorer

C. Disable both multicast and unicast at the Contact Center Manager Administration (CCMA) server

D. Open the appropriate ports in the client firewall

E. Windows XP with SP3 is not supported, only SP2 and lower an supported

Correct Answer: AD

QUESTION 5

You are planning to install the License Manager Application on the same server on which Contact Center Manager Server (CCMS) is installed Which IP address should be entered when configuring the contact center components that require access to the License Manger?

A. the Contact Center Server subnet IP address of the server used for CCMS

B. the ELAN IP address of the server used for CCMS

C. the ELAN IP address of the switch

D. the Contact Center subnet IP address of the server used for Contact Center Server Administration (CCMA)

Correct Answer: A

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