

6202.1^{Q&As}

Avaya Aura(TM) Contact Center Implementation Exam

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QUESTION 1

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 Manager?

- 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

QUESTION 2

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

QUESTION 3

A customer has an Avaya AuraTM Contact Center with Application Module Link (AML) connectivity to an Avaya Communication Server 1000 (CS1000) switch. Trouble-shooting a Controlled Directory Numbers (CDN) call problem has begun, It has been configured that Contact Center Manager Server (CCMS) has acquired the CDN What should be occurring at this time on the CS1000 switch?

- A. VSID is defined
- B. CNTL should be set to YES
- C. RPRT should be set to YES
- D. The ASID parameter should set to YES

Correct Answer: B

QUESTION 4

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 5

A customer is implementing a SIP-based Avaya Aura™ 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 6

When preparing a server platform operating system with 8 GB of RAM and 500 GB of hard drive space for Contact Center Manager Server (CCMS) XXXX, how will you configure the server's Virtual Memory settings?

- A. Set the Virtual Memory to equal one-half of the physical memory
- B. Set the Virtual Memory to equal the physical memory
- C. Set the Virtual Memory to equal two times the physical memory
- D. Let the Operating System manage the Virtual Memory

Correct Answer: A

QUESTION 7

A customer has Avaya Aura™ Midsize Enterprise (formerly MBT) and is implementing SIP Based Contact Center Manager (CCMS), They are running the installation wizard and have reached the installation Data window Under the SIP Network tab, which IP address should be entered in the SIP CTI Proxy Server field?

- A. the AES Server IP address
- B. the Avaya Communications Server 1000(CS1000) Network Routing Server (NRS) IP address
- C. the SES Server IP address
- D. the Media Server IP address

Correct Answer: A

QUESTION 8

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 9

You want to implement High Availability which licensable feature is needed as a part of the License File?

- A. Multiplicity
- B. Networking
- C. Standby Server
- D. Universal Networking

Correct Answer: C

QUESTION 10

Which operating system is supported for Avaya Aura™ Contact Center server installations?

- A. Windows Server 2008 SP1 Standard or Enterprise Edition X32
- B. Windows Server 2003 SP2 Standard or Enterprise Edition X64

C. Windows Server 2008 R2 Standard or Enterprise Edition X64

D. Windows Server2008 Datacenter Edition X64

Correct Answer: C

QUESTION 11

How does Avaya recommend a Release Update (RU) or Service Pack (SP) be added during the installation of the AuraTM Contact Center applications?

A. Create a shared folder with full access on a network drive and download the RU or SP to it

B. Stop the installation and use Add/Remove Programs to add the downloaded RU or SP

C. Create a folder on the server where the Contact Center software is being installed and download the RU or SP to it

D. Download the RU or SP and write it onto a DBD and then use the DVD to install it onto the server

Correct Answer: C

QUESTION 12

When commissioning an Avaya AuraTM 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 13

Which process is performed by the Contact Center Server database migration tool during an upgrade?

A. It creates a new database for the upgrade to Avaya AuraTM Contact Center

- B. It extracts customer data and prepares it for the upgrade to Avaya AuraTM Contact Center
- C. It upgrades all processes to Avaya AuraTM Contact Center
- D. It migrates Avaya AuraTM Contact Center applications to new server platforms

Correct Answer: B

QUESTION 14

You have just completed installing Contact Center Manager Administration (CCMA) and Security Framework. An external LDAP user needs to be created via the Unified Communications Manager (UCM).

Which configuration must be run before creating the user?

- A. Configure the LDAP server information under the external authentication
- B. Under the Add Administrative user window choose Authentication type-External and configure the server IP
- C. The CCMA User Migration tool must be used to configure the LDAP server
- D. The user must be created via Access and Partition Management under the CCMA

Correct Answer: A

QUESTION 15

Avaya requires you to configure a remote support access tool on Avaya AuraTM Contact Center servers to provide remote support.

Which remote access tool does Avaya recommend?

- A. NetMeeting
- B. pcAnywhere
- C. LogMeIn Rescue
- D. Remote Desktop Access

Correct Answer: C

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