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Avaya Aura(TM) Contact Center Implementation Exam

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QUESTION 1

In an Avaya AuraTM Contact Center, what does enabling Open do?

A. It permits agents to utilize the Avaya Open Queue?Desktop for agent skills that have agents logged in with the correct training and knowledge sets to handle calls

B. It allows third parties including Contact Center Multimedia (CCMM) to create, read, and delete multimedia and voice contacts in Contact Center Manager Server (CCMS)

C. It gives agents and Call Center supervisors the ability to manage multiple simultaneous contact types such as voice, outbound voice, email, chat, IM and voicemail

D. It provides extended call queuing functionality for the Avaya AuraTM Contact Center by implementing the same functionality as the Automatic Call Distribution Queue including useful features like visualization

Correct Answer: B

QUESTION 2

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 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

A customer is deploying Security Framework with single sign on (SSO) functionality As a part of the configuration, it is necessary to login to the Security Framework web tool-UCM.

Which user can access and configure the Configuration window

A. admin

B. sysadmin

C. webadmin

D. local server administrator

Correct Answer: A

QUESTION 5

You are installing a new SIP-based Contact Center Manager Server (CCMS) Which statement about setting up and configuring the hardware connections for the CCMS is true?

A. A direct connection to the ELAN subnet through a dedicated second network interface card (NIC) is not required

B. A direct connection to the ELAN subnet through a dedicated second NIC is required

C. A direct connection to the Contact Center Server subnet through a dedicated NIC is not required

D. A direct connection to both the ELAN subnet and the Contact Center Server subnet through a dedicated NIC is not required

Correct Answer: A

QUESTION 6

A customer has a multimode environment with Network Control Center (NCC), Contact Center Manager Administration (CCMA), and co-resident Contact Center Manager Server (CCMS) License manager Server Utility.

What is the correct order to upgrade their servers?

A. co-resident CCMS/License Manager/Server Utility, then NCC then CCMA

B. CCMA, then NCC then co-resident CCMS/License Manager/Server Utility

C. NCC, then CCMA then co-resident CCMS/License Manager/Server Utility

D. NCC, then co-resident CCMS/License Manager/Server Utility then CCMA

Correct Answer: B

QUESTION 7

A customer has just completed installing an Avaya AuraTM Contact Center solution with Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA) and Security Framework, The CCMA Server which was just installed with Security Framework needs to be backed up.

Which statement about Security Framework backup true?

A. Use the CCMA Backup and Restore link under CCMA Configuration

B. Use the Security Framework Backup and Restore utility

C. The Security Framework can be backed-up using the CCMS Backup Utility

D. Backup and restore the security framework configuration from the UCM Web Based tool

Correct Answer: B

QUESTION 8

A customer has an Avaya AuraTM Contact Center installed with License Manager co-resident on Contact Center Manager Server (CCMS) Which two operations can the License manager Configuration utility be used to perform on the server? (Choose two)

A. Display status of Primary and Secondary License Manager

B. Display the maximum number of Voice Agents allowed to login

C. Display License Manager Communication error codes

D. Apply a new License Manager unlock code to reset the grace period

Correct Answer: AD

QUESTION 9

You have just completed the installation of Contact Center Manager Server (CCMS) and Licensing Manager on a Windows 2008 server The license file now needs to be placed in service How should you complete this task?

A. The license file is automatically placed in service via the License Manager Installation process

B. You can copy the license file onto the server (D: drive) where the License Manager is installed, and then use the License Manager Configuration utility to point to the file

C. You can edit the license file on the server where License Manager is installed, then use the License Manager Configuration utility to update the file

D. You can use the License Manager Configuration utility to download the license file from the Avaya license website

Correct Answer: A

QUESTION 10

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 11

A customer has installed Contact Center Manager Administration (CCMA) to manage Contact Center Manager Server (CCMS) , The servers can communicate with other servers and PCs using either multicast or unicast data How is real-time data sent from the Avaya AuraTM Contact Center servers to the desktop PCs?

A. CCMS sends only multicast data to CCMA, which then sends either multicast or unicast data to desktop PCs

B. CCMS sends only multicast data to CCMA, which then sends only multicast data to desktop PCs

C. CCMS sends only multicast data to CCMA, which then sends only unicast data to desktop PCs

D. CCMS sends either multicast or unicast data to CCMS, which then sends either multicast or unicast data to desktop PCs

Correct Answer: D

QUESTION 12

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 13

Which operating system is supported for Avaya AuraTM 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 14

You are currently implementing HA (High Availability) campus solution on the Contact Center Manager Server (CCMS), and have done he following

. Installed the standby server with its own ELAN and Contact Center LAN IP addresses . Obtained two IP addresses for the managed IP addresses ELAN and the Contact Center LAN . Configured the hosts file and the DNS that will reflect the new managed IP addresses . Marked the server as active with all of the managed IP and standby server IP addresses on the active server under server mode configuration screen

What is the next step in the deployment of campus HA?

A. Configure the standby server manually as a standby with the same information that was entered at the active server

B. Configure a backup location, run immediate backup of the active server, and run a restore of the same backup on the standby server

C. Enable shadowing on the active server and synchronize the database

D. Enable shadowing on the standby server and synchronize the active server database

Correct Answer: B

QUESTION 15

A customer is installing Avaya AuraTM Contact Center with Application Module Link (AML) connectivity to an Avaya Communication Server 1000 (CS1000) switch with a remote survivable CS1000 backup site (Geographical Redundancy) As part of the solution the customer wants to implement xxx AML based contact center with Contact CENTER Manager Server (CCMS) installed in the main site and in a remote Backup site. You are currently installing the primary site CCMS? What is the process for configuring the CS1000 Remote Backup/Survival Call Server (Survival Media Gateway)?

A. during CCMS Installation go to the Installation Data Window to the CS1000 tab, enter the CS1000 SMG ELAN IP address in the "Alternative Switch IP Address" Field

B. during CCMS Installation go to the Installation Data Window to the CS1000 tab, enter the CS1000 SMG Contact Center Subnet IP address in the "Alternative Switch IP Address" Field

C. In the CS1000 System Element Manager, configure the alternate Switch IP Address, The CS1000 will distribute the primary CCMS registration IP to the backup CS1000 SMG

D. In the CS1000 System, configure a management IP and use this IP in the "Switch IP Address" field under the CS1000 tab in the Installation Wizard

Correct Answer: A

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