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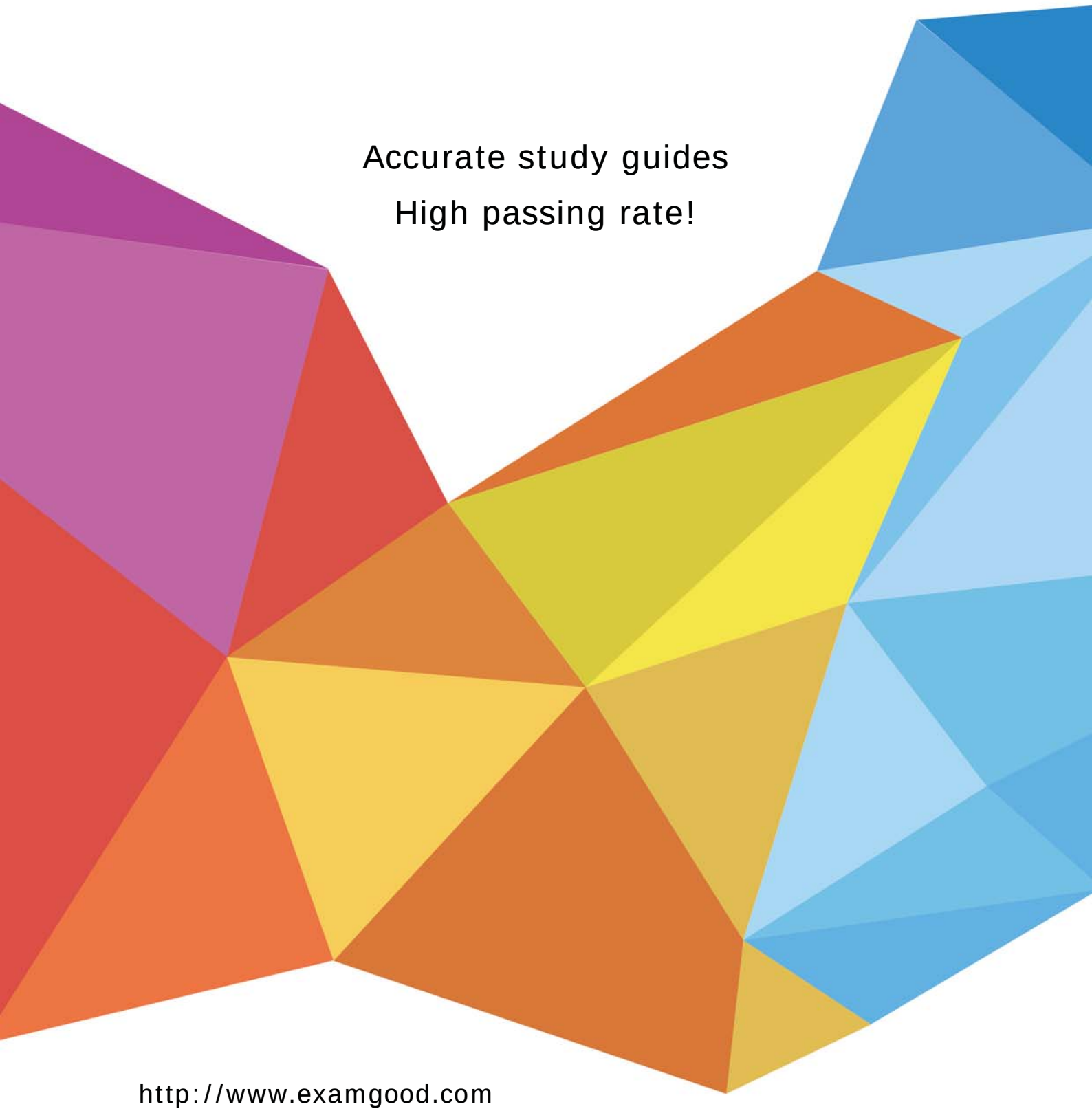

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Exam : **6202.1**

Title : Avaya Aura(TM) Contact Center Implementation Exam

Version : DEMO

1.You are installing Contact Center Manager Administration (CCMA) on a standalone server. Which statement regarding passwords associated with CCMA running on a Windows Server 2008 operating system is true?

A. The iceAdmin user account can be deleted during the CCMA installation

B. The iceAdmin user account password must be established during installation of CCMA

C. If the iceAdmin password is changed, CCMA cannot be logged on to either as webadmin of any other user

D. If the default webadmin password is changed, CCMA cannot be logged on to either as iceAdmin or as any other user

Answer: B

2.You have completed the stand-alone installation of Contact Center Manager Administration (CCMA) software on a fully prepared Platform Vendor Independent (PVI) server The CCMA cannot establish a connection to the Contact Center Manager Server (CCMS) What is one of the first steps to troubleshoot the problem.?

A. Reinstall CCMA

B. Ensure that the correct sys-admin password is being used

C. Change the IP multicast sending address on the CCMS server

D. Ensure that the CCMS and CCMA servers have been added to a domain

Answer: B

3.In an Avaya Aura™ Contact Center, what does enabling Open do?

A. It permits agents to utilize the Avaya OpenQueue 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 Aura™ Contact Center by implementing the same functionality as the Automatic Call Distribution Queue including useful features like visualization

Answer: B

4.After completing the in installation of the Contact Center Manager Server (CCMS), you want to display the installation log. What is the path to this log?

A. D:\Avaya\Logs\PV|

B. C:\Logs\CCMS

C. C:\Avaya\Logs\Sysops

D. D:\Log\CMS

Answer: C

5.Which pre-installation preparations must be completed on a Platform Vendor Independent (PVI) server before installing Avaya Aura™ Contact Center server applications?
A. Enable IPV6 . Ensure SNMP is disabled. Enable NetBIOS. The ELAN card must be first in the binding order
B. Enable IPV6. Ensure SNMP is enabled. Enable NetBIOS. The Contact Center Subnet (CLAN) card must the first in the binding order
C. Disable IPV6. Ensure SNMP is enabled. Disable NetBIOS. The Contact Center Subnet (CLAN) card must be first in the binding order
D. Disable IPV6. Ensure SNMP is enabled .Disable NetBIOS .The ELAN card must be first in the binding order
Answer: C

6.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
Answer: A

7.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
Answer: D

8.Which operating system features should be enabled in Windows Server 2008 operating system before you install Contact Center Manager Administration (CCMA)?
A. Windows Server Backup for running CCMA Server Backups and Internet Information Services (IIS)
B. TFTP Client to Backup of the CCMA configuration files to remote TFTP Server and XPS Viewer to view reports on the server
C. Storage Manager for SAN’s for managing the remote backups and IIS
D. IIS and XPS Viewer to view reports on the server
Answer: A

9.In a SIP based Avaya Aura™ Contact Center, the Contact Center Manager Server (CCMS) supports secure Transport Layer Security (TLS) communication When implementing Security Certificate management for TLS in the CCMS, what is the first step that must be accomplished?

A. Create the Certificate Store in the CCMS

B. Apply the Signed Certificate to the CCMS

C. Create a Certificate Signing Request (CSR) file from the CMS

D. Apply the Certificate Authority (CA) Root Certificate to the CCMS

Answer: D

10.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

Answer: A