

100% Money Back Guarantee

Vendor: Avaya

Exam Code: 6202.1

Exam Name: Avaya Aura(TM) Contact Center Implementation Exam

Version: Demo

QUESTION 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 ice Admin user account can be deleted during the CCMA installation
- B. The ice Admin user account password must be established during installation of CCMA
- C. If the ice Admin password is changed, CCMA cannot be logged on to either as web admin or any other user
- D. If the default web admin password is changed, CCMA cannot be logged on to either as ice Admin or as any other user

Correct Answer: B

QUESTION 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

Correct Answer: B

QUESTION 3

In an Avaya Aura™ 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 Aura™ Contact Center by implementing the same functionality as the Automatic Call Distribution Queue including useful features like visualization

Correct Answer: B

QUESTION 4

After completing the 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

Correct Answer: C

QUESTION 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

Correct Answer: C

QUESTION 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

Correct Answer: A

QUESTION 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 click on the Local Area Connection Adaptor and select Properties, then clear the IPv6 check box

Correct Answer: D

QUESTION 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

Correct Answer: A

QUESTION 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

Correct Answer: D

QUESTION 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

Correct Answer: A

QUESTION 11

When commissioning an Avaya Aura™ 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 12

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 13

A customer works a High Availability solution installed. As a part of the solution, you are implementing active and standby Contact Center Manager Servers (CCMS) with Managed IP. A Contact Center Manager Application (CCMA) server will manage both via the Managed IP addresses.

Which statement about Managed IP and server name identify in the CCMA server is true?

- A. A DNS or a CCMA hosts file must be configured with only the host server name of the active server and the Managed Contact Center Server Subnet IP address
- B. A DNS or a configured with only the host server name of the active server and the Contact Center Server Subnet IP address
- C. A DNS or a configured with a Pseudo Managed Server Name and managed Contact Center Server Subnet IP of the active server pair and Standby servers
- D. A DNS or a CCMA hosts file must be configured with the host server name of each active and Standby servers and the ELAN Subnet IP of each one of them

Correct Answer: C

QUESTION 14

You increased the multicast time to live value on Contact Center Manager Server (CCMS) Later when checking the RTD multicast configuration, it is discovered that the original setting is still in effect Which service must be restarted in Windows Services so that the new value can take effect?

- A. CCMA IceRTDService, the CCMA Real-Time Display Service
- B. CCMS RDC_Service, the Real-Time Data Calculator Service
- C. CCMS RSM_Service, the Real-Time Statistical Manager Service
- D. CCMS SDP_Service, the Statistical Data Propagator Service

Correct Answer: D

QUESTION 15

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 16

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 17

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 18

A customer has an Avaya Aura™ 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 19

You are configuring the RSM settings on a newly installed Contact Center manager Server (CCMS).

Which address is within the acceptable range for use as an IP multicast address on CCMS?

- A. 223.0.0.255
- B. 225.0.1.254
- C. 242.0.1.0
- D. 240.25.255.254

Correct Answer: B

QUESTION 20

An Avaya Aura™ 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 21

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

To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Trying our product !

- ★ **100%** Guaranteed Success
- ★ **100%** Money Back Guarantee
- ★ **365 Days** Free Update
- ★ **Instant Download** After Purchase
- ★ **24x7** Customer Support
- ★ Average **99.9%** Success Rate
- ★ More than **69,000** Satisfied Customers Worldwide
- ★ Multi-Platform capabilities - **Windows, Mac, Android, iPhone, iPod, iPad, Kindle**

Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 One Year Free Update <p>Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 Money Back Guarantee <p>To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 Security & Privacy <p>We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p>
---	---	--

[Guarantee & Policy](#) | [Privacy & Policy](#) | [Terms & Conditions](#)

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.

Copyright © 2004-2015, All Rights Reserved.