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Vendor:Avaya

Exam Code:6202

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

Version:Demo

QUESTION 1

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

Correct Answer: C

QUESTION 2

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

Correct Answer: B

QUESTION 3

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 4

Which three items will back up using the Contact Center manager Administration (CCMA) Backup and Restore utility? (Choose three)

- A. Access Classes
- B. Emergency Help configuration settings
- C. Partitions
- D. Real-Time Reporting configuration settings

Correct Answer: ABD

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

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 7

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 8

Which main components on Avaya Aura™ for Midsize Enterprises (formerly known as MBT), must be configured to integrate with Contact Center Manager Server (CCMS) in an Avaya Aura™ Contact Center environment?

- A. System Platform, Media Server and Utility Server
- B. Cdom, WebLM License Manager and XEN Server
- C. SIP Enablement Services, Application Enablement Services and Communications Manager
- D. Office Communications Server, Media Application Server and Converged Office Server

Correct Answer: C

QUESTION 9

You are currently implementing HA (High Availability) campus solution on the Contact Center Manager Server (CCMS), and have done the 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 10

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 11

You are installing the Contact Center Manager Administration (CCMA) software on a prepared server for the first time. This will be the first CCMA server on the network. The System Readiness Check window indicates under the software tab that Web Server Internet Information Service (xx) is not installed on the server. The installation wizard was stopped.

What should be done to correct the error?

- A. Return the installation wizard and ignore the message
- B. Continue the installation wizard, then download and install IIS before rebooting
- C. Re-install the Windows operating system with IIS Service
- D. Using Windows 2008 Server Manager, Add Role that will install IIS

Correct Answer: D

QUESTION 12

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