



6202.1^{Q&As}

Avaya Aura(TM) Contact Center Implementation Exam

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QUESTION 1

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 2

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 3

You are using Security Framework installed on the network for single sign on (SSO) proposes. Currently two existing Contact Center Manager administration (CCMA) systems are working with the Security Framework. An additional new CCMA was added.

Which statement describes what should be done to use the SSO functionality by the new Server?

- A. Add the new CCMA host name to the Security Framework as a trusted site. Then SSO will be enabled
- B. Configure the "Security Settings" section in the CCMA Server new Configuration utility. Then the Policy Agent for SSO will be enabled
- C. Map between the CCMA Existing user to a Communications Control Toolkit (CCT) User by using the "CCMA User Migration" tool on the CCMA Server, then SSO will be enabled
- D. Configure the "Security Settings" on the CCMA Windows Server 2008 operating system and point to the Security Framework IP Address, then SSO will be enabled



Correct Answer: A

QUESTION 4

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 5

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 6

When deploying Avaya AuraTM Contact Center servers. Which third-party software applications are supported?

- A. Specified anti-Virus software, (off-line) back-up utilities, and Customer Relationship Management (CRM) services
- B. Specified anti-Virus software and (off-line) back-up utilities
- C. Specified anti-virus software and Avaya AuraTM Agent Desktop
- D. Specified anti-virus software, (off-line) back-up utilities, and Avaya AuraTM Agent Desktop

Correct Answer: B



QUESTION 7

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 8

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 9

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 identification 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 10

Which three operating systems are supported for a Contact Center Manager Application (CCMA) client installation?(Choose three)

- A. Windows 2000 Professional
- B. Windows XP Professional SP2 or later
- C. Windows Vista Business SP1 (32-bit)
- D. Windows Vista Basic
- E. Windows 7

Correct Answer: BCE

QUESTION 11

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 12

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), 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 13

When installing SIP-based Avaya AuraTM Contact Center, what component provides Voice Processing for calls entering the contact center?

- A. Media Processing Server (MPS\')
- B. Call Pilot
- C. Media Application Server (MAS)
- D. Avaya AuraTM Midsize Enterprise (MBT)

Correct Answer: C

QUESTION 14

You have been asked to activate Avaya AuraTM Agent Desktop Display functionality in the Call Center

Which component is a prerequisite for Agent Desktop Display in the Avaya AuraTM Contact Center environment?

- A. properly configured parameters on the Multimedia server
- B. RSM Compression (Real-Time Statistical Multicast) option that is enabled from the Contact Center Manager Server (CCMM)
- C. unicast communication from the CCMS to the client PCs
- D. multicast or unicast communication from CCMS to Contact Center Manager Administration (CCMA)

Correct Answer: D

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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