



6202.1^{Q&As}

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QUESTION 1

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 2

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 address 0.0.0.0 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 are supported

Correct Answer: AD

QUESTION 3

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 4

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 5

When deploying Avaya Aura™ 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 Aura™ Agent Desktop
- D. Specified anti-virus software, (off-line) back-up utilities, and Avaya Aura™ Agent Desktop

Correct Answer: B

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