



6202.1^{Q&As}

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QUESTION 1

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 2

A customer supplied a server that fully meets the Platform Vendor Independent (PVI) specification for supporting a full co-resident software installation of Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), Communication Control Toolkit (CCT), Contact Center Multimedia (CCMM), License Manager, Server Utility and Security Framework. The server has: Quad-Core Xeon 2.8 GHz CPU, 8 GB RAM, 531 GB hard disk space available. When doing a full co-resident installation, what is the supported number of Agents and Calls per Hour (CPH)?

- A. Less than 100 Agents, and less than 4000 CPH
- B. Less than 200 Agents, and less than 12000 CPH
- C. Less than 600 Agents, and less than 24000 CPH
- D. Less than 1200 Agents, and less than 50000 CPH

Correct Answer: B

QUESTION 3

You are installing a new Contact Center Manager Server (CCMS) Application Module Link (AML) based for use with Avaya Communications Server (CS100).

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 supported
- B. A direct connection to the ELAN subnet through a dedicated NIC is required
- C. A connection to the Contact Center Server subnet through a dedicated NIC is not required
- D. A connection to the ELAN subnet and the Contact Center Server subnet through a dedicated NIC is required

Correct Answer: A

**QUESTION 4**

You are installing Avaya Aura™ Contact Center with Application Module Link (AML) connectivity to an Avaya Communications Server 1000 (CS1000) RIs. 6.0 and Call Pilot RIs 5.0

To integrate the systems, where must the Call Pilot IP address be configured during the CCMS installation?

- A. Installation Data window, CS1000 tab
- B. Installation Data window, CCMS tab
- C. Installation Data window, License Manager Tab
- D. Installation Data window, Call Pilot tab

Correct Answer: A

QUESTION 5

You have installed Contact Center Manager Administration (CCMA) and Security Framework on the same server, The customer wants to force Unified Communications Manager (UCM) users to change their password every 60 days.

Which link under UCM is used to change the password aging setting?

- A. Administrative Users
- B. Audit
- C. Password
- D. Policies

Correct Answer: D

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