



# 6202.1<sup>Q&As</sup>

Avaya Aura(TM) Contact Center Implementation Exam

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### QUESTION 1

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

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### QUESTION 2

When installing SIP-based Avaya Aura™ 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 Aura™ Midsize Enterprise (MBT)

Correct Answer: C

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### QUESTION 3

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

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#### QUESTION 4

You are installing Contact Center manager Administration (CCMA) on a standalone server.

How should the IP multicast address be set on the CCMA server that?

- A. The CCMA server IP multicast sending address must be the same as the IP multicast sending address on the Contact Center Manager Server (CCMS) but different from the IP multicast receiving address in CCMA
- B. The CCMA server IP multicast sending address must be the same as the IP multicast receiving address on the CCMS, but different from the IP multicast sending address in CCMA
- C. The CCMA server IP multicast sending address must be the same as the IP multicast sending address on the CCMS, but different from the IP multicast sending address in CCMA
- D. The CCMA server IP multicast sending address must be the same as the CCMA server IP multicast sending address, but different from the IP multicast sending address in CCMS

Correct Answer: D

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#### QUESTION 5

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

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