



6202^{Q&As}

Avaya Aura(TM) Contact Center Implementation Exam

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QUESTION 1

You are preparing to connect the hardware for the Contact Center Manager (CCMS) in a dual-network interface card (NIC) configuration. Which statement describes the dependency that must be considered?

- A. Ensure that NetBIOS on both of the NICs is enabled
- B. The ELAN subnet card comes first in the binding order
- C. The Contact Center Server subnet card comes first in the binding order
- D. If the server has more than two NICs, ensure that all NICs are enabled and all have IP addresses assigned to them

Correct Answer: C

QUESTION 2

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

Which component is a prerequisite for Agent Desktop Display in the Avaya Aura™ 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 3

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 4

How does Avaya recommend a Release Update (RU) or Service Pack (SP) be added during the installation of the AuraTM Contact Center applications?

- A. Create a shared folder with full access on a network drive and download the RU or SP to it
- B. Stop the installation and use Add/Remove Programs to add the downloaded RU or SP
- C. Create a folder on the server where the Contact Center software is being installed and download the RU or SP to it
- D. Download the RU or SP and write it onto a DBD and then use the DVD to install it onto the server

Correct Answer: C

QUESTION 5

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

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