



6202^{Q&As}

Avaya Aura(TM) Contact Center Implementation Exam

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QUESTION 1

After completing the in installation of the Contact Center Manager Server (CCMS), you want to display the installation log. What is the path to this log?

- A. D:\Avaya\Logs\PV|
- B. C:\Logs\CCMS
- C. C:\Avaya\Logs\Sysops
- D. D:\Log\CMS

Correct Answer: C

QUESTION 2

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 3

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 4

You are installing Avaya Aura™ Contact Center with Contact Center Manager Seer (CCMS) Contact Center Manager Administrator (CCMA), Communications Control Toolkit (CCT), Contact Center Multimedia (CCMM), License Manager and Server Utility, As part of the preparation of the xxx a dedicated partition for all Applications Logs has been created.

Which utility is used to point to the new Trace logs partition

- A. Cache Log Controller
- B. Log Archiver Utility
- C. Log Control Utility
- D. Trace Control Utility

Correct Answer: D

QUESTION 5

A customer has just completed installing an Avaya Aura™ Contact Center solution with Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA) and Security Framework, The CCMA Server which was just installed with Security Framework needs to be backed up.

Which statement about Security Framework backup true?

- A. Use the CCMA Backup and Restore link under CCMA Configuration
- B. Use the Security Framework Backup and Restore utility
- C. The Security Framework can be backed-up using the CCMS Backup Utility
- D. Backup and restore the security framework configuration from the UCM Web Based tool

Correct Answer: B

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