



6202^{Q&As}

Avaya Aura(TM) Contact Center Implementation Exam

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QUESTION 1

A customer is installing Avaya Aura™ Contact Center with Application Module Link (AML) connectivity to an Avaya Communication Server 1000 (CS1000) switch with a remote survivable CS1000 backup site (Geographical Redundancy) As part of the solution the customer wants to implement xxx AML based contact center with Contact CENTER Manager Server (CCMS) installed in the main site and in a remote Backup site. You are currently installing the primary site CCMS? What is the process for configuring the CS1000 Remote Backup/Survival Call Server (Survival Media Gateway)?

- A. during CCMS Installation go to the Installation Data Window to the CS1000 tab, enter the CS1000 SMG ELAN IP address in the "Alternative Switch IP Address" Field
- B. during CCMS Installation go to the Installation Data Window to the CS1000 tab, enter the CS1000 SMG Contact Center Subnet IP address in the "Alternative Switch IP Address" Field
- C. In the CS1000 System Element Manager, configure the alternate Switch IP Address, The CS1000 will distribute the primary CCMS registration IP to the backup CS1000 SMG
- D. In the CS1000 System, configure a management IP and use this IP in the "Switch IP Address" field under the CS1000 tab in the Installation Wizard

Correct Answer: A

QUESTION 2

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 3

You are preparing for the first backup of the Contact Center Manager Server (CCMS). The environment requires a backup to a remote directory.

Which step is required for a successful database backup via the Contact Center Database Maintenance window?

- A. Add the Windows user account to the "Log on as a backup" policy
- B. Configure backup username using Server Name\username format under the Backup Location tab



- C. Shut down all services on the CCMS
- D. Verify that a backup tape is available

Correct Answer: B

QUESTION 4

A customer has purchased Avaya Aura™ Contact Center with the correct licensing to provide Open Queue session license and to provide agent licenses for the required multimedia contact types For this customer, where is Open Queue enabled?

- A. In the Contact Center Manager Sever (CCMS), Server Configuration, in the Main Menu Licensing tab
- B. in the Contact Center License Manager, Configuration, in the Contact Center Licensing tab
- C. in the CCMS, Multimedia Commissioning, Multimedia Licensing tab
- D. in the Contact Center Manager Administration (CCMA), Configuration, Applications, in the LM Service Configuration Setup tab

Correct Answer: A

QUESTION 5

In an Avaya Aura™ Contact Center, what does enabling Open do?

- A. It permits agents to utilize the Avaya Open Queue?Desktop for agent skills that have agents logged in with the correct training and knowledge sets to handle calls
- B. It allows third parties including Contact Center Multimedia (CCMM) to create, read, and delete multimedia and voice contacts in Contact Center Manager Server (CCMS)
- C. It gives agents and Call Center supervisors the ability to manage multiple simultaneous contact types such as voice, outbound voice, email, chat, IM and voicemail
- D. It provides extended call queuing functionality for the Avaya Aura™ Contact Center by implementing the same functionality as the Automatic Call Distribution Queue including useful features like visualization

Correct Answer: B

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