



# 6202<sup>Q&As</sup>

Avaya Aura(TM) Contact Center Implementation Exam

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### QUESTION 1

You are installing an Application Module Link (AML) based Contact Center Manager Server (CCMS) with only one network interface card (NIC) CARD After finishing the installation, and looking under the System Control and Monitor Utility, it is noticed that the TFE, VSM and ASM services are down.

Which three situations can cause this? (Choose three)

- A. There is no network connection between the CCMS and Communications Server 1000 (CS1000) Ping both directions to verify the connection
- B. Nodal License must be changed to a Corporate License, otherwise the services will stay down
- C. Within the CS1000 AML configuration, verify ELAN and VAS configuration and verify AML is enabled
- D. Only a SIP-based CCMS can have one LAN card Add a second LAN card

Correct Answer: A

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### QUESTION 2

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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### QUESTION 3

Which main components on Avaya Aura™ for Midsize Enterprises (formerly known as MBT), must be configured to integrate with Contact Center Manager Server (CCMS) in an Avaya Aura™ Contact Center environment?

- A. System Platform, Media Server and Utility Server
- B. Cdom, WebLM License Manager and XEN Server
- C. SIP Enablement Services, Application Enablement Services and Communications Manager
- D. Office Communications Server, Media Application Server and Converged Office Server

Correct Answer: C

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#### QUESTION 4

A customer has an Avaya Aura™ Contact Center with Application Module Link (AML) connectivity to an Avaya Communication Server 1000 (CS1000) switch. Trouble-shooting a Controlled Directory Numbers (CDN) call problem has begun, It has been configured that Contact Center Manager Server (CCMS) has acquired the CDN What should be occurring at this time on the CS1000 switch?

- A. VSID is defined
- B. CNTL should be set to YES
- C. RPRT should be set to YES
- D. The ASID parameter should set to YES

Correct Answer: B

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#### 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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