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QUESTION 1

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 2

When commissioning an Avaya Aura™ Contact Center, You need to associate the Communication Control Toolkit (CCT) with a Contact Center Manager Server (CCMS). Assume the CCMS has Open Queue enabled.

Which process is used to associate a CCT server with CCMS?

- A. In the Communication Control Toolkit (CCT) Windows interface go to Avaya, then to Contact Center, then to CCT, then to CCT Console, to Server Configuration
- B. In the Contact Center Manager Server (CCMS) Windows interface go to Avaya, then to Manager Server, to Server Configuration
- C. In the Contact Center Manager Administration (CCMA) web interface go to Launch pad, then to Configuration, then to Server, to Add Server
- D. In the Contact Center Manager Server (CCMS) Windows interface goes to Avaya, then to Contact Center, then to Manager Server, to Network Configuration
- E. In the Communication Control Toolkit (CCT) Web Admin interface go to Providers, then to Passive, then to Terminate, to Add Terminate

Correct Answer: A

QUESTION 3

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

QUESTION 4

You are configuring the RSM settings on a newly installed Contact Center manager Server (CCMS).

Which address is within the acceptable range for use as an IP multicast address on CCMS?

A. 223.0.0.255

B. 225.0.1.254

C. 242.0.1.0

D. 240.25.255.254

Correct Answer: B

QUESTION 5

A customer has installed Contact Center Manager Administration (CCMA) to manage Contact Center Manager Server (CCMS) , The servers can communicate with other servers and PCs using either multicast or unicast data How is real-time data sent from the Avaya Aura™ Contact Center servers to the desktop PCs?

A. CCMS sends only multicast data to CCMA, which then sends either multicast or unicast data to desktop PCs

B. CCMS sends only multicast data to CCMA, which then sends only multicast data to desktop PCs

C. CCMS sends only multicast data to CCMA, which then sends only unicast data to desktop PCs

D. CCMS sends either multicast or unicast data to CCMS, which then sends either multicast or unicast data to desktop PCs

Correct Answer: D

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