6202^{Q&As}

6202^{Q&As}

Avaya Aura(TM) Contact Center Implementation Exam

Pass Avaya 6202 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/6202.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

Instant Download After Purchase

100% Money Back Guarantee

365 Days Free Update

800,000+ Satisfied Customers

QUESTION 1

A customer has an Avaya AuraTM 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

QUESTION 2

You are planning to install the License Manager Application on the same server on which Contact Center Manager Server (CCMS) is installed Which IP address should be entered when configuring the contact center components that require access to the License Manger?

A. the Contact Center Server subnet IP address of the server used for CCMS

B. the ELAN IP address of the server used for CCMS

C. the ELAN IP address of the switch

D. the Contact Center subnet IP address of the server used for Contact Center Server Administration (CCMA)

Correct Answer: A

QUESTION 3

Which three items will back up using the Contact Center manager Administration (CCMA) Backup and Restore utility? (Choose three)

A. Access Classes

B. Emergency Help configuration settings

C. Partitions

D. Real-Time Reporting configuration settings

Correct Answer: ABD

QUESTION 4

A company is planning to implement a stand-alone Contact Center Manager Server (CCMS) license with 50 Voice Agents.

Which license type should the company purchase?

A. Essential

B. Nodal NCC

C. Nodal Enterprise

D. Corporate Enterprise

Correct Answer: A

QUESTION 5

You are currently implementing HA (High Availability) campus solution on the Contact Center Manager Server (CCMS), and have done he following

. Installed the standby server with its own ELAN and Contact Center LAN IP addresses . Obtained two IP addresses for the managed IP addresses ELAN and the Contact Center LAN . Configured the hosts file and the DNS that will reflect the new managed IP addresses . Marked the server as active with all of the managed IP and standby server IP addresses on the active server under server mode configuration screen

What is the next step in the deployment of campus HA?

A. Configure the standby server manually as a standby with the same information that was entered at the active server

B. Configure a backup location, run immediate backup of the active server, and run a restore of the same backup on the standby server

C. Enable shadowing on the active server and synchronize the database

D. Enable shadowing on the standby server and synchronize the active server database

Correct Answer: B

QUESTION 6

A customer has a multimode environment with Network Control Center (NCC), Contact Center Manager Administration (CCMA), and co-resident Contact Center Manager Server (CCMS) License manager Server Utility.

What is the correct order to upgrade their servers?

A. co-resident CCMS/License Manager/Server Utility, then NCC then CCMA

B. CCMA, then NCC then co-resident CCMS/License Manager/Server Utility

C. NCC, then CCMA then co-resident CCMS/License Manager/Server Utility

D. NCC, then co-resident CCMS/License Manager/Server Utility then CCMA

Correct Answer: B

QUESTION 7

In a customer\'s Local Area Network, some segments in the network do not allow multicast for transmitting data.

When configuring the Contact Center Manager Administration (CCMA) using the RTR Registry Settings (Real-Time Reporting), how can network bandwidth usage be limited?

A. In the Output Rate box, type the maximum number of simultaneous outputs that the server is directed to allow

B. In the Output Rate box, type the minimum number of simultaneous outputs that the server is directed to allow

C. In the Unicast Sessions box, type the maximum number of simultaneous unicast sessions that the server is directed to allow

D. In the Minimum Unicast Sessions box, type the minimum number of simultaneous unicast sessions that the server is directed to allow

Correct Answer: C

QUESTION 8

You are installing the Contact Center Manager Administration (CCMA) software on a prepared server for the first time This will be the first CCMA server on the network. The System Readiness Check window indicates under the software tab that Web Server Internet Information Service (xx) is not installed on the server. The installation wizard was stopped.

What should be done to connect the error?

A. Return the installation wizard and ignore the message

B. Continue the installation wizard, then download and install IIS before rebooting

C. Re-install the Windows operating system with IIS Service

D. Using Windows 2008 Server Manager, Add Role that will install IIS

Correct Answer: D

QUESTION 9

A customer is implementing a SIP-based Avaya AuraTM Contact Center The customer currently has Avaya Aura ME (Midsize Enterprise) system installed (Formerly known as MBT-Midsize Business Template)

Which protocol is used to transfer messages between the Avaya Aura ME AES (Application Enable Service) component and the Contact Center Manager Server (CCMS) component?

A. Meridian Link Protocol

B. H323

C. TR/87

D. Application Module Link (AML)

Correct Answer: C

QUESTION 10

Avaya requires you to configure a remote support access tool on Avaya AuraTM Contact Center servers to provide remote support.

Which remote access tool does Avaya recommend?

A. NetMeeting

B. pcAnywhere

C. LogMeIn Rescue

D. Remote Desktop Access

Correct Answer: C

QUESTION 11

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

QUESTION 12

When installing SIP-based Avaya AuraTM Contact Center, what component provides Voice Processing for calls entering the contact center?

A. Media Processing Server (MPS\\')

B. Call Pilot

C. Media Application Server (MAS)

D. Avaya AuraTM Midsize Enterprise (MBT)

Correct Answer: C

QUESTION 13

You are installing a new Contact Center Manager Server (CCMS) Application Module Link (AML) based for use with Avaya Communications Server (CS100).

Which statement about setting up and configuring the hardware connections for the CCMS is true?

A. A direct connection to the ELAN subnet through a dedicated second network interface card (NIC) is supported

B. A direct connection to the ELAN subnet through a dedicated NIC is required

C. A connection to the Contact Center Server subnet through a dedicated NIC is not required

D. A connection to the ELAN subnet and the Contact Center Server subnet through a dedicated NIC is required

Correct Answer: A

QUESTION 14

You are preparing a Windows 2008 Server for Contact Center Manager Server (CCMS) and Server Utility installation. Which operation on the server can the Server Utility perform?

A. Perform event preferences

B. Perform database restores

C. Administer Contact Center Agent login credentials

D. Modify Real-Time Display interface parameters

Correct Answer: A

QUESTION 15

After successful installation of the Contact Center application, Avaya releases a patch for this particular site which is required to fix a problem reported for the Contact Center Manager server (CCMS) for this site. Currently, the service pack "AvayaAura_CCMS_6.0.200.0.123" is installed on the CCMS and no roll-up patches have yet been installed.

What is a valid name for the site specific patch?

A. AvayaAura_CCMS_6.0.200.0.124_ServicePack

B. AvayaAura_CCMS_6.0.200.0.123_ServicePack

C. AvayaAura_CCMS_6.0.200.101.003_Patch

D. AvayaAura_CCMS_6.0.200.003_Patch

Correct Answer: C

Latest 6202 Dumps   6202 Exam Questions   6202 Braindumps