Avaya Aura Contact Center Implementation

Avaya 6202

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

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

ANSWER: B C E

QUESTION NO: 2

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

ANSWER: C

QUESTION NO: 3

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

ANSWER: B

QUESTION NO: 4

Which operating system is supported for Avaya Aura™ Contact Center server installations?

A. Windows Server 2008 SP1 Standard or Enterprise Edition X32

B. Windows Server 2003 SP2 Standard or Enterprise Edition X64

C. Windows Server 2008 R2 Standard or Enterprise Edition X64

D. Windows Server2008 Datacenter Edition X64

ANSWER: C

QUESTION NO: 5

To ensure resiliency, you have been tasked to add an additional licensing server to the network in which configuration will the additional licensing server work?

A. when the standby license manager is configured in a Nodal licensing environment

B. when the licensing server is manually selected

C. When the two licensing servers are configured for agent license load balancing

D. when the two licensing servers operate in an active-standby configuration

ANSWER: D

QUESTION NO: 6

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

ANSWER: A B D

QUESTION NO: 7

A customer works a High Availability solution installed. As a part of the solution, you are implementing active and standby Contact Center Manager Servers (CCMS) with Managed IP. A Contact Center Manager Application (CCMA) server will manage both via the Manage

IP addresses.

Which statement about Managed IP and server name indentify in the CCMA server is true?

A. A DNS or a CCMA hosts file must be configured with only the host server name of the active server and the Managed Contact Center Server Subnet IP address

B. A DNS or a configured with only the host server name of the active server and the Contact Center Server Subnet IP address

C. A DNS or a configured with a Pseudo Managed Server Name and managed Contact Center Server Subnet IP of the active server pair and Standby servers

D. A DNS or a CCMA hosts file must be configured with the host server name of each active and Standby servers and the ELAN Subnet IP of each one of them

ANSWER: C

QUESTION NO: 8

An Avaya Aura™ Agent Desktop client is running Windows XP with SP3 installed. You want to ensure that the real-time reporting data will be xxx the client Which two methods will ensure this? (Choose two.)

A. Add Internet Explorer to the firewall exception list

B. Add the address0.0.0.0 to the trusted site list under the Internet Explorer

C. Disable both multicast and unicast at the Contact Center Manager Administration (CCMA) server

D. Open the appropriate ports in the client firewall

E. Windows XP with SP3 is not supported, only SP2 and lower an supported

ANSWER: A D

QUESTION NO: 9

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

ANSWER: A C D

QUESTION NO: 10

You are preparing a Platform Vendor Independent (PVI) server for Contact Center manager Server(CCMS) Application installation The Contact Center type is an Application Module Link (AML) based Avaya Communications Server 1000 (CS1000) Contact Center multimedia (CCMM) is not a part of the solution

Which two statements describe the settings that should be configured from Date and Time?

(Choose two.)

A. Ensure the Windows time service is disabled

B. Ensure the Windows time service is enabled

C. Ensure Windows Date and Time Settings are disabled

D. Ensure Windows Date and Time Settings are enabled

E. Ensure both “automatically adjust clock for daylight savings changes” and “automatically synchronize with an internet time server” check boxes are selected

ANSWER: A C

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