

DUMPS ARENA

Avaya Aura Contact Center Implementation

Avaya 6202

Version Demo

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sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 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

ANSWER: A**QUESTION NO: 2**

A customer has an Avaya Aura™ Contact Center installed with License Manager co-resident on Contact Center Manager Server (CCMS). Which two operations can the License Manager Configuration utility be used to perform on the server? (Choose two)

- A. Display status of Primary and Secondary License Manager
- B. Display the maximum number of Voice Agents allowed to login
- C. Display License Manager Communication error codes
- D. Apply a new License Manager unlock code to reset the grace period

ANSWER: A D**QUESTION NO: 3**

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 address 0.0.0.0 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 are supported

ANSWER: A D

QUESTION NO: 4

Avaya requires you to configure a remote support access tool on Avaya Aura™ 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

ANSWER: C

QUESTION NO: 5

Which method does Avaya recommend for installing Contact Center Manager Server (CCMS) on a supported server?

- A. Run the installation from a remote hard disk copy of the installation DVD.
- B. Run the installation from a remote DVD-ROM drive that is accessible from the server over the LAN.
- C. Run the installation from the installation DVD, and use the DVD-ROM drive that is part of the server
- D. Run the installation from a remote DVD-ROM drive that is accessible from the server over the Internet

ANSWER: C

QUESTION NO: 6

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: 7

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)

ANSWER: A

QUESTION NO: 8

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

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

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

ANSWER: A