



# 6202.1<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 been asked to activate Avaya Aura™ Agent Desktop Display functionality in the Call Center

Which component is a prerequisite for Agent Desktop Display in the Avaya Aura™ Contact Center environment?

- A. properly configured parameters on the Multimedia server
- B. RSM Compression (Real-Time Statistical Multicast) option that is enabled from the Contact Center Manager Server (CCMM)
- C. unicast communication from the CCMS to the client PCs
- D. multicast or unicast communication from CCMS to Contact Center Manager Administration (CCMA)

Correct Answer: D

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### QUESTION 3

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

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#### 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

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#### QUESTION 5

You have just completed installing Contact Center Manager Administration (CCMA) and Security Framework. An external LDAP user needs to be created via the Unified Communications Manager (UCM).

Which configuration must be run before creating the user?

- A. Configure the LDAP server information under the external authentication
- B. Under the Add Administrative user window choose Authentication type-External and configure the server IP
- C. The CCMA User Migration tool must be used to configure the LDAP server
- D. The user must be created via Access and Partition Management under the CCMA

Correct Answer: A

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