



# 6202.1<sup>Q&As</sup>

Avaya Aura(TM) Contact Center Implementation Exam

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#### QUESTION 1

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 2

You are installing a standalone Contact Center Manager Server (CCMS) The Application will be installed on a Windows Server 2008 operating system. As a part of the Windows Server 2008 operating system preparation the IPv6 option needs to be removed.

What is one way to disable IPv6 functionality?

- A. IPv6 is disabled by default on Windows Server 2008 operating system
- B. Perform a NET USE IPV6 DISABLE within a command window
- C. Under Control Panel, go to System and Security and remove IPv6 addressing
- D. Right click on the Local Area Connection Adaptor and select Properties, then clear the IPv6 check box

Correct Answer: D

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#### QUESTION 3

When deploying Avaya Aura™ Contact Center servers. Which third-party software applications are supported?

- A. Specified anti-Virus software, (off-line) back-up utilities, and Customer Relationship Management (CRM) services
- B. Specified anti-Virus software and (off-line) back-up utilities
- C. Specified anti-virus software and Avaya Aura™ Agent Desktop
- D. Specified anti-virus software, (off-line) back-up utilities, and Avaya Aura™ Agent Desktop

Correct Answer: B

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#### QUESTION 4



In a SIP based Avaya Aura™ Contact Center, the Contact Center Manager Server (CCMS) supports secure Transport Layer Security (TLS) communication.

When implementing Security Certificate management for TLS in the CCMS, what is the first step that must be accomplished?

- A. Create the Certificate Store in the CCMS
- B. Apply the Signed Certificate to the CCMS
- C. Create a Certificate Signing Request (CSR) file from the CMS
- D. Apply the Certificate Authority (CA) Root Certificate to the CCMS

Correct Answer: D

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#### QUESTION 5

You increased the multicast time to live value on Contact Center Manager Server (CCMS) Later when checking the RTD multicast configuration, it is discovered that the original setting is still in effect Which service must be restarted in Windows Services so that the new value can take effect?

- A. CCMA IceRTDService, the CCMA Real-Time Display Service
- B. CCMS RDC\_Service, the Real-Time Data Calculator Service
- C. CCMS RSM\_Service, the Real-Time Statistical Manager Service
- D. CCMS SDP\_Service, the Statistical Data Propagator Service

Correct Answer: D

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