



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

Avaya Aura(TM) Contact Center Implementation Exam

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### QUESTION 1

A customer has a prepared that works with Service Demand Architecture (SOA) web services directly to the Contact Center Manager Server (CCMS) which are SOA web services enabled at the Contact Center Manager Server (CCMS)?

- A. Using the CCMS server configuration, access the WS Open interface tab and select SOA ENABLED
- B. SOA is enabled by default in the CCMS as a part of the installation
- C. SOA Web Service is not supported in Avaya AuraTM Contact Center 6.0
- D. While adding a new CCMS server to the Contact Center Manager Administration (CCMA) server via the web client. Select the "web services" are under the new CCMS server being added. and select SOA ENABLED

Correct Answer: A

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### QUESTION 2

You are preparing for the first backup of the Contact Center Manager Server (CCMS). The environment requires a backup to a remote directory.

Which step is required for a successful database backup via the Contact Center Database Maintenance window?

- A. Add the Windows user account to the "Log on as a backup" policy
- B. Configure backup username using Server Name\username format under the Backup Location tab
- C. Shut down all services on the CCMS
- D. Verify that a backup tape is available

Correct Answer: B

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### QUESTION 3

In a SIP based Avaya AuraTM 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 4

A customer has Avaya AuraTM Midsize Enterprise (formerly MBT) and is implementing SIP Based Contact Center Manager (CCMS), They are running the installation wizard and have reached the installation Data window Under the SIP Network tab, which IP address should be entered in the SIP CTI Proxy Server field?

- A. the AES Server IP address
- B. the Avaya Communications Server 1000(CS1000) Network Routing Server (NRS) IP address
- C. the SES Server IP address
- D. the Media Server IP address

Correct Answer: A

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#### QUESTION 5

When commissioning an Avaya AuraTM 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

Correct Answer: A

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