



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

Avaya Aura(TM) Contact Center Implementation Exam

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#### QUESTION 1

Which operating system features should be enabled in Windows Server 2008 operating system before you install Contact Center Manager Administration (CCMA)?

- A. Windows Server Backup for running CCMA Server Backups and Internet Information Services (IIS)
- B. TFTP Client to Backup of the CCMA configuration files to remote TFTP Server and XPS Viewer to view reports on the server
- C. Storage Manager for SAN\\s for managing the remote backups and IIS
- D. IIS and XPS Viewer to view reports on the server

Correct Answer: A

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#### QUESTION 2

After completing the in installation of the Contact Center Manager Server (CCMS), you want to display the installation log. What is the path to this log?

- A. D:\Avaya\Logs\PV\
- B. C:\Logs\CCMS
- C. C:\Avaya\Logs\Sysops
- D. D:\Log\CMS

Correct Answer: C

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#### QUESTION 3

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

Correct Answer: AD

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#### QUESTION 4



A customer supplied a server that fully meets the Platform Vendor Independent (PVI) specification for supporting a full co-resident software installation of Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), Communication Control Toolkit (CCT), Contact Center Multimedia (CCMM), License Manager, Server Utility and Security Framework The server has: Quad- Core Xeon 2.8 GHz CPU, 8 GB RAM, 531 GB hard disk space available When doing a full co-resident installation, what is the supported number of Agents and Calls per Hour (CPH)?

- A. Less than 100 Agents, and less than 4000 CPH
- B. Less than 200 Agents, and less than 12000 CPH
- C. Less than 600 Agents, and less than 24000 CPH
- D. Less than 1200 Agents, and less than 50000 CPH

Correct Answer: B

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#### QUESTION 5

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

Correct Answer: AD

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