



6202.1^{Q&As}

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QUESTION 1

A customer has installed Contact Center Manager Administration (CCMA) to manage Contact Center Manager Server (CCMS) , The servers can communicate with other servers and PCs using either multicast or unicast data How is real-time data sent from the Avaya Aura™ Contact Center servers to the desktop PCs?

- A. CCMS sends only multicast data to CCMA, which then sends either multicast or unicast data to desktop PCs
- B. CCMS sends only multicast data to CCMA, which then sends only multicast data to desktop PCs
- C. CCMS sends only multicast data to CCMA, which then sends only unicast data to desktop PCs
- D. CCMS sends either multicast or unicast data to CCMS, which then sends either multicast or unicast data to desktop PCs

Correct Answer: D

QUESTION 2

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)

Correct Answer: A

QUESTION 3

To ensure resiliency, you have been tasked to add an additional licensing server to the network in which configuration will the additional licensing server work?

- A. when the standby license manager is configured in a Nodal licensing environment
- B. when the licensing server is manually selected
- C. When the two licensing servers are configured for agent license load balancing
- D. when the two licensing servers operate in an active-standby configuration

Correct Answer: D

QUESTION 4



A company is planning to implement a stand-alone Contact Center Manager Server (CCMS) license with 50 Voice Agents.

Which license type should the company purchase?

- A. Essential
- B. Nodal NCC
- C. Nodal Enterprise
- D. Corporate Enterprise

Correct Answer: A

QUESTION 5

A customer has purchased Avaya Aura™ Contact Center with the correct licensing to provide Open Queue session license and to provide agent licenses for the required multimedia contact types For this customer, where is Open Queue enabled?

- A. In the Contact Center Manager Sever (CCMS), Server Configuration, in the Main Menu Licensing tab
- B. in the Contact Center License Manager, Configuration, in the Contact Center Licensing tab
- C. in the CCMS, Multimedia Commissioning, Multimedia Licensing tab
- D. in the Contact Center Manager Administration (CCMA), Configuration, Applications, in the LM Service Configuration Setup tab

Correct Answer: A

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