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QUESTION 1

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

QUESTION 2

You are installing Contact Center manager Administration (CCMA) on a standalone server.

How should the IP multicast address be set on the CCMA server that?

- A. The CCMA server IP multicast sending address must be the same as the IP multicast sending address on the Contact Center Manager Server (CCMS) but different from the IP multicast receiving address in CCMA
- B. The CCMA server IP multicast sending address must be the same as the IP multicast receiving address on the CCMS, but different from the IP multicast sending address in CCMA
- C. The CCMA server IP multicast sending address must be the same as the IP multicast sending address on the CCMS, but different from the IP multicast sending address in CCMA
- D. The CCMA server IP multicast sending address must be the same as the CCMA server IP multicast sending address, but different from the IP multicast sending address in CCMS

Correct Answer: D

QUESTION 3

You have completed the stand-alone installation of Contact Center Manager Administration (CCMA) software on a fully prepared Platform Vendor Independent (PVI) server. The CCMA cannot establish a connection to the Contact Center Manager Server (CCMS). What is one of the first steps to troubleshoot the problem?

- A. Reinstall CCMA
- B. Ensure that the correct sys-admin password is being used
- C. Change the IP multicast sending address on the CCMS server



D. Ensure that the CCMS and CCMA servers have been added to a domain

Correct Answer: B

QUESTION 4

Which main components on Avaya Aura™ for Midsize Enterprises (formerly known as MBT), must be configured to integrate with Contact Center Manager Server (CCMS) in an Avaya Aura™ Contact Center environment?

- A. System Platform, Media Server and Utility Server
- B. Cdom, WebLM License Manager and XEN Server
- C. SIP Enablement Services, Application Enablement Services and Communications Manager
- D. Office Communications Server, Media Application Server and Converged Office Server

Correct Answer: C

QUESTION 5

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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