



6202^{Q&As}

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QUESTION 1

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

QUESTION 2

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 Aura™ 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

QUESTION 3

A customer is implementing a SIP-based Avaya Aura™ Contact Center The customer currently has Avaya Aura ME (Midsize Enterprise) system installed (Formerly known as MBT-Midsize Business Template)

Which protocol is used to transfer messages between the Avaya Aura ME AES (Application Enable Service) component and the Contact Center Manager Server (CCMS) component?

- A. Meridian Link Protocol
- B. H323
- C. TR/87
- D. Application Module Link (AML)

Correct Answer: C

**QUESTION 4**

You are installing the Contact Center Manager Administration (CCMA) software on a prepared server for the first time. This will be the first CCMA server on the network. The System Readiness Check window indicates under the software tab that Web Server Internet Information Service (xx) is not installed on the server. The installation wizard was stopped.

What should be done to connect the error?

- A. Return the installation wizard and ignore the message
- B. Continue the installation wizard, then download and install IIS before rebooting
- C. Re-install the Windows operating system with IIS Service
- D. Using Windows 2008 Server Manager, Add Role that will install IIS

Correct Answer: D

QUESTION 5

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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