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Avaya Aura(TM) Contact Center Implementation Exam

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QUESTION 1

You are installing a new SIP-based Contact Center Manager Server (CCMS) Which statement about setting up and configuring the hardware connections for the CCMS is true?

A. A direct connection to the ELAN subnet through a dedicated second network interface card (NIC) is not required

B. A direct connection to the ELAN subnet through a dedicated second NIC is required

C. A direct connection to the Contact Center Server subnet through a dedicated NIC is not required

D. A direct connection to both the ELAN subnet and the Contact Center Server subnet through a dedicated NIC is not required

Correct Answer: A

QUESTION 2

A customer is implementing a SIP-based Avaya AuraTM 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 3

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 4

In an Avaya AuraTM Contact Center, what does enabling Open do?

A. It permits agents to utilize the Avaya Open Queue?Desktop for agent skills that have agents logged in with the correct training and knowledge sets to handle calls

B. It allows third parties including Contact Center Multimedia (CCMM) to create, read, and delete multimedia and voice contacts in Contact Center Manager Server (CCMS)

C. It gives agents and Call Center supervisors the ability to manage multiple simultaneous contact types such as voice, outbound voice, email, chat, IM and voicemail

D. It provides extended call queuing functionality for the Avaya AuraTM Contact Center by implementing the same functionality as the Automatic Call Distribution Queue including useful features like visualization

Correct Answer: B

QUESTION 5

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

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