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QUESTION 1

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 AuraTM 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 2

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 3

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 4

In a SIP based Avaya Aura™ Contact Center, the Contact Center Manager Server (CCMS) supports secure Transport Layer Security (TLS) communication.

When implementing Security Certificate management for TLS in the CCMS, what is the first step that must be accomplished?

- A. Create the Certificate Store in the CCMS
- B. Apply the Signed Certificate to the CCMS
- C. Create a Certificate Signing Request (CSR) file from the CMS
- D. Apply the Certificate Authority (CA) Root Certificate to the CCMS

Correct Answer: D

QUESTION 5

You are using Security Framework installed on the network for single sign on (SSO) proposes. Currently two existing Contact Center Manager administration (CCMA) systems are working with the Security Framework. An additional new CCMA was added.

Which statement describes what should be done to use the SSO functionality by the new Server?

- A. Add the new CCMA host name to the Security Framework as a trusted site. Then SSO will be enabled
- B. Configure the "Security Settings" section in the CCMA Server new Configuration utility. Then the Policy Agent for SSO will be enabled
- C. Map between the CCMA Existing user to a Communications Control Toolkit (CCT) User by using the "CCMA User Migration" tool on the CCMA Server, then SSO will be enabled
- D. Configure the "Security Settings" on the CCMA Windows Server 2008 operating system and point to the Security Framework IP Address, then SSO will be enabled

Correct Answer: A

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