



6202^{Q&As}

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

You are preparing to connect the hardware for the Contact Center Manager (CCMS) in a dual-network interface card (NIC) configuration. Which statement describes the dependency that must be considered?

- A. Ensure that NetBIOS on both of the NICs is enabled
- B. The ELAN subnet card comes first in the binding order
- C. The Contact Center Server subnet card comes first in the binding order
- D. If the server has more than two NICs, ensure that all NICs are enabled and all have IP addresses assigned to them

Correct Answer: C

QUESTION 3

Which three operating systems are supported for a Contact Center Manager Application (CCMA) client installation?(Choose three)

- A. Windows 2000 Professional
- B. Windows XP Professional SP2 or later
- C. Windows Vista Business SP1 (32-bit)
- D. Windows Vista Basic
- E. Windows 7

Correct Answer: BCE

QUESTION 4



Which process is performed by the Contact Center Server database migration tool during an upgrade?

- A. It creates a new database for the upgrade to Avaya AuraTM Contact Center
- B. It extracts customer data and prepares it for the upgrade to Avaya AuraTM Contact Center
- C. It upgrades all processes to Avaya AuraTM Contact Center
- D. It migrates Avaya AuraTM Contact Center applications to new server platforms

Correct Answer: B

QUESTION 5

How does Avaya recommend a Release Update (RU) or Service Pack (SP) be added during the installation of the AuraTM Contact Center applications?

- A. Create a shared folder with full access on a network drive and download the RU or SP to it
- B. Stop the installation and use Add/Remove Programs to add the downloaded RU or SP
- C. Create a folder on the server where the Contact Center software is being installed and download the RU or SP to it
- D. Download the RU or SP and write it onto a DBD and then use the DVD to install it onto the server

Correct Answer: C

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