



Vendor: Avaya

Exam Code: 6202

Exam Name: Avaya Aura Contact Center Implementation
Exam

Version: DEMO

QUESTION 1

You are installing Contact Center Manager Administration (CCMA) on a standalone server. Which statement regarding passwords associated with CCMA running on a Windows Server 2008 operating system is true?

- A. The ice Admin user account can be deleted during the CCMA installation
- B. The ice Admin user account password must be established during installation of CCMA
- C. If the ice Admin password is changed, CCMA cannot be logged on to either as web admin or any other user
- D. If the default web admin password is changed, CCMA cannot be logged on to either as ice Admin or as any other user

Answer: B

QUESTION 2

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

Answer: B

QUESTION 3

In an Avaya Aura™ 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 Aura™ Contact Center by implementing the same functionality as the Automatic Call Distribution Queue including useful features like visualization

Answer: B

QUESTION 4

After completing the installation of the Contact Center Manager Server (CCMS), you want to display the installation log. What is the path to this log?

- A. D:\Avaya\Logs\PV\
- B. C:\Logs\CCMS
- C. C:\Avaya\Logs\Sysops
- D. D:\Log\CMS

Answer: C

QUESTION 5

Which pre-installation preparations must be completed on a Platform Vendor Independent (PVI) server before installing Avaya Aura™ Contact Center server applications?

- A. Enable IPV6 . Ensure SNMP is disabled. Enable NetBIOS. The ELAN card must be first in the binding order
- B. Enable IPV6. Ensure SNMP is enabled. Enable NetBIOS. The Contact Center Subnet (CLAN) card must be first in the binding order
- C. Disable IPV6. Ensure SNMP is enabled. Disable NetBIOS. The Contact Center Subnet (CLAN) card must be first in the binding order
- D. Disable IPV6. Ensure SNMP is enabled .Disable NetBIOS .The ELAN card must be first in the binding order

Answer: C

QUESTION 6

You are preparing a Windows 2008 Server for Contact Center Manager Server (CCMS) and Server Utility installation. Which operation on the server can the Server Utility perform?

- A. Perform event preferences
- B. Perform database restores
- C. Administer Contact Center Agent login credentials
- D. Modify Real-Time Display interface parameters

Answer: A

QUESTION 7

You are installing a standalone Contact Center Manager Server (CCMS) The Application will be installed on a Windows Server 2008 operating system. As a part of the Windows Server 2008 operating system preparation the IPv6 option needs to be removed.

What is one way to disable IPv6 functionality?

- A. IPv6 is disabled by default on Windows Server 2008 operating system
- B. Perform a NET USE IPV6 DISABLE within a command window
- C. Under Control Panel, go to System and Security and remove IPv6 addressing
- D. Right click on the Local Area Connection Adaptor and select Properties, then clear the IPv6 check box

Answer: D

QUESTION 8

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

Answer: A

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