

Avaya Aura 6202

Aura

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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 iceAdmin user account can be deleted during the CCMA installation
- B. The iceAdmin user account password must be established during installation of CCMA
- C. If the iceAdmin password is changed, CCMA cannot be logged on to either as webadmin or any other user
- D. If the default webadmin password is changed, CCMA cannot be logged on to either as iceAdmin 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 OpenQueue© 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 in 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

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