

6202^{Q&As}

Avaya Aura(TM) Contact Center Implementation Exam

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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

Which operating system is supported for Avaya AuraTM Contact Center server installations?

- A. Windows Server 2008 SP1 Standard or Enterprise Edition X32
- B. Windows Server 2003 SP2 Standard or Enterprise Edition X64
- C. Windows Server 2008 R2 Standard or Enterprise Edition X64
- D. Windows Server2008 Datacenter Edition X64

Correct Answer: C

QUESTION 3

An Avaya AuraTM Agent Desktop client is running Windows XP with SP3 installed. You want to ensure that the real-time reporting data will be xxx the client Which two methods will ensure this? (Choose two.)

- A. Add Internet Explorer to the firewall exception list
- B. Add the address0.0.0.0 to the trusted site list under the Internet Explorer
- C. Disable both multicast and unicast at the Contact Center Manager Administration (CCMA) server
- D. Open the appropriate ports in the client firewall
- E. Windows XP with SP3 is not supported, only SP2 and lower an supported

Correct Answer: AD

QUESTION 4



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You are configuring the RSM settings on a newly installed Contact Center manager Server (CCMS).

Which address is within the acceptable range for use as an IP multicast address on CCMS?

- A. 223.0.0.255
- B. 225.0.1.254
- C. 242.0.1.0
- D. 240.25.255.254

Correct Answer: B

QUESTION 5

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

Correct Answer: A

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