6202.1^{Q&As}

Avaya Aura(TM) Contact Center Implementation Exam

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QUESTION 1

A customer supplied a server that fully meets the Platform Vendor Independent (PVI) specification for supporting a full co-resident software installation of Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), Communication Control Toolkit (CCT), Contact Center Multimedia (CCMM), License Manager, Server Utility and Security Framework The server has: Quad- Core Xeon 2.8 GHz CPU, 8 GB RAM, 531 GB hard disk space available When doing a full co-resident installation, what is the supported number of Agents and Calls per Hour (CPH)?

A. Less than 100 Agents, and less than 4000 CPH

B. Less than 200 Agents, and less than 12000 CPH

C. Less than 600 Agents, and less than 24000 CPH

D. Less than1200 Agents, and less than 50000 CPH

Correct Answer: B

QUESTION 2

When commissioning an Avaya AuraTM Contact Center, You need to associate the Communication Control Toolkit (CCT) with a Contact Center Manager Server (CCMS) Assume the CCMS has Open Queue enabled.

Which process is used to associate a CCT server with CCMS?

A. In the Communication Control Toolkit (CCT) Windows interface go to Avaya, then to Contact Center, then to CCT, then to CCT Console, to Server Configuration

B. In the Contact Center Manager Server (CCMS) Windows interface go to Avaya, then to Manager Server, to Server Configuration

C. In the Contact Center Manager Administration (CCMA) web interface go to Launch pad, then to Configuration, then to Server, to Add Server

D. In the Contact Center Manager Server (CCMS) Windows interface goes to Avaya, then to Contact Center, then to Manager Server, to Network Configuration

E. In the Communication Control Toolkit (CCT) Web Admin interface go to Providers, then to Passive, then to Terminate, to Add Terminate

Correct Answer: A

QUESTION 3

You are installing a new Contact Center Manager Server (CCMS) Application Module Link (AML) based for use with Avaya Communications Server (CS100).

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 supported

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B. A direct connection to the ELAN subnet through a dedicated NIC is required

C. A connection to the Contact Center Server subnet through a dedicated NIC is not required

D. A connection to the ELAN subnet and the Contact Center Server subnet through a dedicated NIC is required

Correct Answer: A

QUESTION 4

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

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

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