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QUESTION 1

Which method does Avaya recommend for installing Contact Center Manager Server (CCMS) on a supported server?

- A. Run the installation from a remote hard disk copy of the installation DVD.
- B. Run the installation from a remote DVD-ROM drive that is accessible from the server over the LAN.
- C. Run the installation from the installation DVD, and use the DVD-ROM drive that is part of the server
- D. Run the installation from a remote DVD-ROM drive that is accessible from the server over the Internet

Correct Answer: C

QUESTION 2

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
- 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 3

A customer has an Avaya Aura™ Contact Center with Application Module Link (AML) connectivity to an Avaya Communication Server 1000 (CS1000) switch. Trouble-shooting a Controlled Directory Numbers (CDN) call problem has begun, It has been configured that Contact Center Manager Server (CCMS) has acquired the CDN What should be occurring at this time on the CS1000 switch?

- A. VSID is defined
- B. CNTL should be set to YES
- C. RPRT should be set to YES
- D. The ASID parameter should set to YES

Correct Answer: B

QUESTION 4

Which three items will back up using the Contact Center manager Administration (CCMA) Backup and Restore utility? (Choose three)

- A. Access Classes
- B. Emergency Help configuration settings
- C. Partitions
- D. Real-Time Reporting configuration settings

Correct Answer: ABD

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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