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Exam : **6202**

Title : Avaya Aura(TM) Contact
Center Implementation Exam

Vendor : Avaya

Version : DEMO

NO.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 any other user

Answer: B

NO.2 You are currently implementing HA (High Availability) campus solution on the Contact Center Manager Server (CCMS), and have done the following

- . installed the standby server with its own ELAN and Contact Center LAN IP addresses
- . obtained two IP addresses for the managed IP addresses ELAN and the Contact Center LAN
- . configured the hosts file and the DNS that will reflect the new managed IP addresses
- . marked the server as active with all of the managed IP and standby server IP addresses on the active server under server mode configuration screen

What is the next step in the deployment of campus HA?

- A. Configure the standby server manually as a standby with the same information that was entered at the active server
- B. Configure a backup location, run immediate backup of the active server, and run a restore of the same backup on the standby server
- C. Enable shadowing on the active server and synchronize the database
- D. Enable shadowing on the standby server and synchronize the active server database

Answer: B

NO.3 An Avaya Aura(TM) Agent Desktop client is running Windows XP with SP3 installed. You want to ensure

that the real-time reporting data will be received the client

Which two methods will ensure this? (Choose two.)

- A. Add Internet Explorer to the firewall exception list
- B. Add the address 0.0.0.0 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 are supported

Answer: AD

NO.4 A customer has installed Contact Center manager Administration (CCMA) on a Platform Vendor Independent (PVI) server They want to send data on their client PC via unicast stream

where can the Application server be configured to send data using unicast?

- A. RSM IP address window on Contact Center Manager Server (CCMS)
- B. MulticastCtrl on CCMA

C. RTR Registry Settings on CCMA

D. RSMConfig on CCMA

Answer: C

NO.5 When installing SIP-based Avaya Aura(TM) Contact Center, what component provides Voice Processing

for calls entering the contact center?

A. Media Processing Server (MPS')

B. CallPilot

C. Media Application Server (MAS)

D. Avaya Aura(TM) Midsize Enterprise (MBT)

Answer: C