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 of 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?

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 queuring 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 the 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

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