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Avaya Aura Contact Center Implementation

Avaya 6202

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QUESTION NO: 1

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. Multicast Ctrl on CCMA

C. RTR Registry Settings on CCMA

D. RSM Config on CCMA

ANSWER: B

Explanation:

Multicast Ctrl on CCMA is the correct location for configuring how the Contact Center application server distributes real-time data streams to client PCs. Although multicast is commonly used for efficient delivery of the same real-time data to multiple reporting clients, some customer networks do not permit multicast routing or have endpoints located across network segments where multicast traffic is unavailable. In those deployments, the CCMA Multicast Control utility is used to configure the application server's stream-delivery behavior so that client data can be delivered through unicast instead. This setting is particularly relevant for Real-Time Reporting connectivity, because it determines the transport method used between the server-side reporting components and subscribing client workstations. Selecting unicast allows the server to send an individual stream to the applicable client, avoiding reliance on multicast-enabled network infrastructure. The configuration should be coordinated with the customer's network design and firewall rules so that the required reporting traffic and ports are permitted between CCMA and the client PCs. Avaya's product documentation and support resources provide release-specific administration guidance: Avaya Documentation Portal and Avaya Support.

QUESTION NO: 2

A customer does not permit multicast traffic across the network segments where Real-Time Reporting clients are located.

Which two statements describe a supported unicast real-time reporting design? (Choose two.)

A. Configure CCMA to distribute real-time data to clients by unicast

B. Allow the required real-time reporting traffic through the client firewall

C. Configure CCMS to send unicast real-time data directly to every desktop client

D. Disable all real-time data services on CCMA

E. Assign a multicast address to each reporting client

ANSWER: A B

Explanation:

CCMA can be configured to distribute real-time data to desktop clients by unicast. This is useful where the network does not support multicast routing or where multicast delivery is prohibited by network policy. The CCMA Multicast Control configuration is used to select the applicable client delivery behavior.

The client firewall must allow the required real-time reporting traffic. Unicast removes the need for multicast delivery to the endpoint, but it does not remove the need for network reachability and permitted ports between the CCMA server and the client workstation. The CCMS-to-CCMA real-time data path remains a separate server-to-server requirement. Consult the relevant deployment documentation in the Avaya Documentation portal for the supported ports and settings for the installed release.

QUESTION NO: 3

You are configuring a remote Windows share as the destination for Contact Center Database Maintenance backups.

Which two requirements must be met for the backup process to write successfully to the remote location? (Choose two.)

A. Configure credentials recognized by the server hosting the share

B. Grant the configured account write permission to the share and underlying folder

C. Stop all CCMS services before every backup

D. Format the remote share using FAT32

E. Assign the backup folder as the Windows paging-file location

ANSWER: A B

Explanation:

The account configured for the backup location must be recognized by the server hosting the remote share. For a local account on that server, the account identity is normally entered in the server-qualified format `ServerName\username`. This enables the backup process to authenticate to the correct security authority.

The configured account must have both share permissions and NTFS permissions to create and write backup files in the target directory. A reachable share alone is insufficient if the backup account cannot write to the underlying folder. Backup destination configuration should be verified with a controlled immediate backup before it is relied upon for scheduled recovery operations. See the applicable Avaya documentation at Avaya Documentation and Microsoft guidance on SMB file servers.

QUESTION NO: 4

You are completing a new CCMA installation on a supported Windows Server platform.

Which two statements are correct about the web-server prerequisite? (Choose two.)

A. IIS must be installed because CCMA provides web-based administration services

B. Use Windows Server Manager to add the Web Server (IIS) role when the readiness check reports it missing

C. Ignore the IIS readiness-check failure and complete the CCMA installation

D. Install IIS only after CCMA has been configured and placed in service

E. Replace IIS with a third-party web server

ANSWER: A B

Explanation:

CCMA requires Microsoft Internet Information Services (IIS) because CCMA provides web-based administration services. The IIS role and release-required role services must be installed before the CCMA installer can complete its readiness checks and configure its web application components.

If the CCMA System Readiness Check reports that IIS is not installed, the supported corrective action is to add the Web Server (IIS) role by using Windows Server Manager, then rerun the CCMA installation or readiness check. Continuing with an unmet web-server prerequisite is not a supported installation approach. Avaya release-specific prerequisites can be found through Avaya Support. Microsoft IIS role installation information is available at Installing IIS on Windows Server.

QUESTION NO: 5

You are installing Avaya Aura™ Contact Center with Application Module Link (AML) connectivity to an Avaya Communications Server 1000 (CS1000)

Rls. 6.0 and Call Pilot Rls 5.0

To integrate the systems, where must the Call Pilot IP address be configured during the

CCMS installation?

A. Installation Data window, CS1000 tab

B. Installation Data window, CCMS tab

C. Installation Data window, License Manager Tab

D. Installation Data window, Call Pilot tab

ANSWER: A

Explanation:

Installation Data window, CS1000 tab is correct. In an Avaya Aura Contact Center installation that uses Application Module Link connectivity with a Communication Server 1000, CallPilot is part of the CS1000-side telephony and messaging integration. The CCMS installer therefore collects the CallPilot server address in the CS1000 configuration area, together with the data needed for the contact center to establish and support the associated CS1000 integration. Entering the CallPilot IP address at this point ensures that CCMS has the required endpoint information when it configures AML-related services and CallPilot interaction during installation. The address must identify the CallPilot system reachable from the CCMS server on the customer network; accurate IP addressing and routing are prerequisites for successful service integration. Avaya installation and planning documentation is accessed through the official Avaya Support documentation portal, where product-version-specific Contact Center and CS1000 integration guides are published: Avaya Support Documentation. Product support resources for Avaya Aura Contact Center are also available through Avaya Support.

QUESTION NO: 6

You have just completed the installation of Contact Center Manager Server (CCMS) and

Licensing Manager on a Platform Vendor Independent (PVI).

How should you complete the installation of the Server Utility?

A. You will need to have Avaya support personnel remotely install the Server Utility

B. You can reinsert the installation DVD and run setup exe again, selecting only the Server Utility to be installed

C. You will need to restart the entire installation process, beginning with the installation of the operating system

D. You can install the Server Utility from a shortcut on the Windows Start menu

ANSWER: B

Explanation:

You can reinsert the installation DVD and run setup exe again, selecting only the Server Utility to be installed. The Avaya Aura Contact Center installation media uses a component-based setup program, so installing CCMS and Licensing Manager does not require rebuilding the PVI server when an additional supported server component is needed. Run the setup program from the original installation media, choose the Server Utility component, and allow the installer to detect the existing Contact Center installation and add the selected feature. This preserves the installed CCMS and Licensing Manager components while completing the required server-side software set. After setup finishes, follow the release-specific installation documentation for any required post-installation configuration, service verification, and restart instructions. Avaya publishes product documentation and software/support resources through its official documentation and support portals: Avaya Documentation and Avaya Support. Using the same release-matched installation DVD is important because the Server Utility version must align with the installed Contact Center software version.

QUESTION NO: 7

You are planning an upgrade of a Contact Center Manager Server (CCMS).

Which two activities should be completed before beginning the CCMS upgrade? (Choose two.)

A. Perform and verify a current Contact Center backup

B. Confirm that the target release supports the existing platform and integrated components

C. Remove the active license file before starting the upgrade

D. Change the CCMS IP address before applying the upgrade

E. Delete all existing Contact Center trace logs and configuration files

ANSWER: A B

Explanation:

Perform and verify a current Contact Center backup and **confirm that the target release supports the existing platform and integrated components** are correct. A verified backup provides a recovery point for Contact Center configuration and data if the upgrade cannot be completed or a rollback is necessary. Compatibility confirmation ensures that the operating system, telephony platform, licensing components, and related Contact Center applications are supported at the intended release level.

Upgrades should be performed using the documented sequence and release-matched installation media. Removing the existing license file or changing server addressing before the upgrade introduces unnecessary risk and is not a normal prerequisite. Avaya upgrade documentation and release notes are available through Avaya Support.

QUESTION NO: 8

When installing SIP-based Avaya Aura™ Contact Center, what component provides Voice

Processing for calls entering the contact center?

A. Media Processing Server (MPS')

B. Call Pilot

C. Media Application Server (MAS)

D. Avaya Aura™ Midsize Enterprise (MBT)

ANSWER: C

Explanation:

Media Application Server (MAS) is correct because it is the Avaya Aura Contact Center component responsible for media and voice-processing services in a SIP deployment. When a call reaches the contact center, the Media Application Server supplies the resources needed to interact with the caller, including playing announcements and prompts, collecting caller-entered digits, supporting speech-related treatment where configured, and providing the media connection required for applications such as self-service and voice processing before or during routing. This separates call-control and contact-routing decisions from the actual handling of the caller's audio stream. In practical implementation terms, the Media Application Server must be deployed, reachable through the required SIP and media-network configuration, and provisioned with sufficient resources for the expected number of simultaneously treated calls. Its role is therefore specifically aligned with voice processing for incoming contact-center calls in the SIP-based architecture. Avaya's official support portal provides product documentation and deployment resources for Avaya Aura Contact Center, including architecture and component information: Avaya Support. Additional Avaya Contact Center product and solution information is available at Avaya Contact Center.