

6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam





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QUESTION 1

While configuring an agent in Contact Center Manager Administration (CCMA), what does associating the domain user account provide the user?

- A. The ability to use Hot Desking feature.
- B. The ability to access files on their network.
- C. The ability to map the user to a Windows account.
- D. The ability to provide voice, e-mail and chat functionality to a single application.

Correct Answer: D

QUESTION 2

Avaya Agent Desktop (AAD) is installed on the agent PCs, and the customer wants you to enable the licensed Web Based Statistics feature.

After configuring the hostname and port for Web Based Statistics, where do you enable the Web Based Statistics feature?

- A. From CCMA > Launchpad > Multimedia > Agent Desktop Configuration > General Settings > Web Statistics
- B. From Windows > Apps > Multimedia Dashboard > Web Statistics
- C. From CCMA > Launchpad > Configuration > Agent Desktop Configuration > Web Statistics
- D. From Windows > Administrative Tools > Services > Web Statistics

Correct Answer: C

QUESTION 3

After you complete the Avaya Aura Contact Center (AACC) installation, you should perform a backup.

From the Contact Center Database Maintenance utility, which two menu options are used to perform the backup?

- A. Select Location and Immediate Backup
- B. Map Drive and Immediate Backup
- C. Backup Drive and Immediate Backup
- D. Backup Location and Immediate Backup

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/100141967> (15)

QUESTION 4

A systems engineer has just completed a database maintenance backup. The engineer would like to verify the success of the backup.

In which default location should the engineer look to determine the success of the backup?

- A. C:\Contact Center\Logs\Common Components\DBMaintenance.log
- B. D:\Logs\Common Components\DBMaintenance.log
- C. D:\Avaya Aura\Contact Center\Logs\Common Components\CC_DBMaintenance.log
- D. D:\Avaya\Logs\Common Components\CC_DBMaintenance

Correct Answer: B

QUESTION 5

Avaya Aura Contact Center (AACC) uses Avaya Aura Media Server (AAMS) media processing capabilities.

When adding the AAMS in Contact Center Manager Administration (CCMA), which three statements regarding the Master Content Store are true? (Choose three.)

- A. If the AAMS server does not contain existing contact center media, CCMA uploads base media to it.
- B. Select the Master Content Store check box for only one media server.
- C. Select the Master Content Store check box for the AAMS server that manages media and prompts.
- D. Select the Master Content Store check box for each media server.

Correct Answer: ABC

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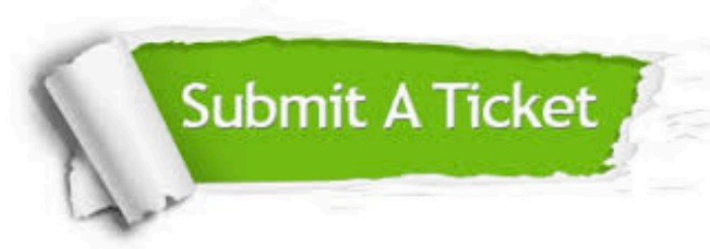
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