

# 6210<sup>Q&As</sup>

Avaya Aura ContactCenter Implementation Exam

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### QUESTION 1

Which utility is used to status and manage the services in Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), Communication Control Toolkit (CCT), Contact Center Multimedia (CCMM), and License Manager (LM)?

- A. Contact Center System Framework and Monitor Utility
- B. Contact Center System Event and Monitor Utility
- C. Contact Center System Control and Monitor Utility
- D. Contact Center System License and Monitor Utility

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/100093197>

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### QUESTION 2

You are deploying Avaya Agent Desktop (AAD) for the first time in a SIP-enabled contact center.

Which configuration step should be performed in Contact Center Management Administration (CCMA) for agents to use AAD?

- A. Assign an AAD login ID and password to each agent.
- B. Enable Agent Desktop integration in each agent's Call Presentation Class.
- C. Associate a domain user account with each agent.
- D. Acquire each agent's telephone.

Correct Answer: C

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### QUESTION 3

You are configuring the Real-Time Statistics Multicast (RSM) settings on a newly installed Avaya Aura Contact Center (AACC).

Which address is within the acceptable range for use as an IP Multicast address on Contact Center Manager Server (CCMS)?

- A. 223.0.0.255
- B. 225.0.1.254
- C. 242.0.1.0
- D. 240.255.255.254

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/100093187> (42)

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#### QUESTION 4

In a customer's Local Area Network, some segments in the network do not allow multicast for transmitting data.

When configuring the Contact Center Manager Administration (CCMA) using the RTR (Real-Time Reporting) Registry Settings, how can network bandwidth usage be limited?

- A. In the Minimum Unicast Sessions box, type the minimum number of simultaneous unicast sessions that the server is directed to allow.
- B. In the Maximum Unicast Sessions box, type the maximum number of simultaneous unicast sessions that the server is directed to allow.
- C. In the Output Rate box, type the minimum number of simultaneous outputs that the server is directed to allow.
- D. In the Output Rate box, type the maximum number of simultaneous outputs that the server is directed to allow.

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/100122321> (146)

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#### QUESTION 5

You are preparing for the first backup Avaya Aura Contact Center.

Which step is required in the Contact Center Database Maintenance utility to prepare for the backup?

- A. On the Backup Locations tab, select the Tape Drive.
- B. On the Backup Locations tab, select the Drive, enter the UNC Path, username and password.
- C. On the Backup Locations tab, select the Applications.
- D. Shut down all services.

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/100141967> (p.14)

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#### QUESTION 6

The Avaya Aura Media Server High Availability (HA) feature ensures the uninterrupted availability of media processing and reduces the loss of processing data when an AAMS fails.

Which three statements regarding the AAMS High Availability (HA) feature are true? (Choose three.)

- A. You can perform a manual failover on the Active AAMS.

- B. You cannot a manual failover on the Active AAMS.
- C. High Availability (HA) is available only if the AAMS servers are installed on the Red Hat Enterprise Linux (RHEL) operating system.
- D. One AAMS HA pair supports up to 1000 agents, without SIP Call Recording.
- E. AAMS HA supports Hyper-V Clustered environment.

Correct Answer: ACD

Reference: <https://downloads.avaya.com/css/P8/documents/101017345> (76)

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#### QUESTION 7

A customer has Avaya Aura Contact Center (AACC) and Avaya Aura Unified Communications Platform Integration.

For the Avaya Aura Session Manager (ASM) to direct incoming voice contacts to the AACC, as part of the ASM and AACC configuration, which two items are configured in ASM? (Choose two.)

- A. Enable TLS encryption for Hosts.
- B. Install a Signed Certificate from a Trusted Host.
- C. Add the Avaya Aura Contact Center as a Trusted Host.
- D. Add a Routing Policy for the AACC.

Correct Answer: BC

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#### QUESTION 8

Avaya Aura Media Server (AAMS) is used in SIP-enabled Contact Centers for media processing.

Which two configurations are possible with Avaya Aura Contact Center (AACC) 7.1? (Choose two.)

- A. AAMS installed with OVA in Virtual System
- B. AAMS installed on Hyper-V cores on Physical Server
- C. AAMS installed on Hyper-V cores in Virtual System
- D. AAMS installed with OVA on Physical Server

Correct Answer: AC

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> page 110

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#### QUESTION 9

During the Avaya Aura Contact Center (AACC) software installations, which tool launches once the UniversalInstaller configuration is successfully completed?

- A. Avaya Aura Contact Center Configuration Wizard
- B. Avaya Aura Contact Center Startup Wizard
- C. Avaya Aura Contact Center Installation Wizard
- D. Avaya Aura Contact Center Ignition Wizard

Correct Answer: D

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#### QUESTION 10

A customer has purchased Avaya Aura Contact Center (AACC) with the correct licensing to provide Open Queue session licenses, and to provide agent licenses for the required multimedia contact types.

Where is Open Queue initially enabled in AACC?

- A. Contact Center Manager Administration (CCMA) > Configuration, Applications > LM Service Configuration Setup tab
- B. Contact Center License Manager > Configuration > Contact Center Licensing tab
- C. CCMS > Multimedia Commissioning > Multimedia Licensing tab
- D. Ignition Wizard configuration > Licensing tab

Correct Answer: B

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#### QUESTION 11

For Avaya Aura Contact Center (AACC) R7.1.0.0, which two statements about the Windows installation are true? (Choose two.)

- A. Avaya Aura Contact Center is supported on Microsoft Windows Server 2008 R2
- B. Upgrades from 7.1.0.0 or later will be supported on Windows Server 2016
- C. A Microsoft Windows Server 2012 R2 or 2016 operating system product key is required
- D. Avaya Aura Contact Center is only supported on the Microsoft Windows Server 2012 R2 operating system

Correct Answer: BC

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#### QUESTION 12

You are preparing to install the Agent Desktop Displays (ADD) tool on agent client computers supplied by the customer, and you need to verify that the computers meet the minimum required specifications.

What is the minimum required amount of RAM needed for the client computers?

A. 8 GB

B. 4 GB

C. 1 GB

D. 2 GB

Correct Answer: D

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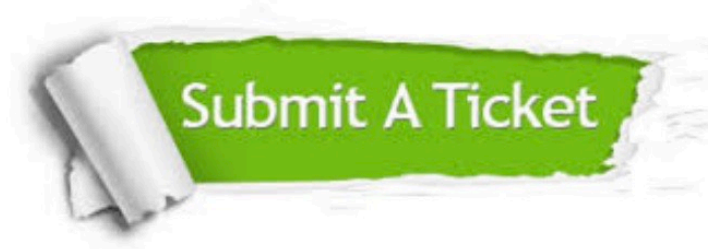
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