

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

Avaya Aura ContactCenter Implementation Exam

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## QUESTION 1

With the Avaya Aura Contact Center (AACC) High Availability (HA) solution, email notifications can be sent automatically when a switchover occurs.

What information can be included? (Choose two.)

- A. A description of the switchover type
- B. Switchover Information about the involved servers
- C. Additional information of the critical service or network failures
- D. Support numbers to reach out to Avaya

Correct Answer: BC

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## QUESTION 2

Which method does Avaya recommend for installing Avaya Aura Contact Center (AACC) 7.1 on a supported virtualized server?

- A. Run the installation from an iso-image on a mounted DVD drive of your virtualized server
- B. Run the installation from a remote DVD-ROM drive that is accessible from the virtualized server over the LAN
- C. Run the installation from a remote hard disk copy of the installation DVD
- D. Run the installation from an iso-image on a remote DVD-ROM drive that is accessible from the virtualized server over the Internet

Correct Answer: A

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## QUESTION 3

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 4

Which three Mission Critical High Availability (HA) solutions does Contact Center Release 7 support? (Choose three.)

- A. Mission Critical HA with or without Avaya Aura platform resiliency
- B. Mission Critical HA with Midsize Enterprise (ME)
- C. Mission Critical HA with Avaya Aura Unified Communications Virtualized Environment
- D. Mission Critical HA with Midsize Business Template

Correct Answer: BCD

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## QUESTION 5

In Orchestration Designer (OD) from the Application menu, double-clicking on Master Script launches the Contact Router. The Contact Router is the first and only entry point of all contacts into applications (scripts/ flows) that reside on the Contact Center system.

The Contact Router list contains which three items that need access to scripting? (Choose three.)

- A. CLIDs
- B. CDRs
- C. DNISs
- D. CDNs

Correct Answer: ACD

Reference: <https://downloads.avaya.com/css/P8/documents/100093302>

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