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Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

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

QUESTION 2

After the Avaya Aura Media Server High Availability (HA) pair is formed, several Element Manager pages display new features that reflect the new paired High Availability state/status.

In the primary AAMS Element Manager navigation pane, which three features do you need to status? (Choose three.)

A. Ensure one Element Role is listed for both the Primary and Backup server.

B. Ensure one Element Role is listed for both the Active and Standby server.

C. Ensure only two nodes are listed.

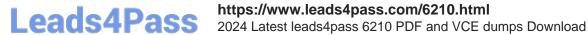D. Ensure no alarms are listed in the Alarm Description column.

Correct Answer: ABC

Reference: https://downloads.avaya.com/css/P8/documents/100172577 (410)

QUESTION 3

To log in to the Avaya Aura Media Server (AAMS) Element Manager (EM) from a browser, you must enter the correct URL.

Which URL format is correct to access the AAMS Element Manager (EM)?

A. https://:em

B. https://:8800/em

C. https://:/em

D. https://:8443/em

Correct Answer: C

Reference: https://downloads.avaya.com/css/P8/documents/101017536 (33)

QUESTION 4

On which servers is the Enable Switchover function available when configuring Avaya Aura Contact Center (AACC) High Availability (HA)?

A. Primary Server

B. Primary and Backup Servers

C. Active and Standby Servers

D. Active Server

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/100172577 (592)

QUESTION 5

When performing a database restore, Avaya Aura Contact Center (AACC) services must be shut-down before starting the restore.

How are these services shut-down?

A. Use the Stop Shadowing command on the SMMC System Tray to manually shut-down the services.

B. Use the System Control and Monitor utility to manually shut-down the services.

C. The database utility performs the shut-down automatically.

D. Use the Windows Services utility to manually shut-down the services.

Correct Answer: B

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