

6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

In a Mission Critical AACC High Availability (HA) campus solution, there are two types of switchovers, managed and unmanaged. A managed switchover is one initiated by the administrator or caused by a failure of a monitored Contact Center Manager Server (CCMS) or Communication Control Toolkit (CCT) component. An unmanaged switchover results from a hardware, network, database or power failure.

Which three conditions must be satisfied before a switch over can occur? (Choose three.)

- A. Switchover is only enabled on the standby server.
- B. The active server database and standby server database are synchronized, and the standby server database is shadowing the active server database.
- C. The active and standby servers can communicate with the trusted server
- D. The active and standby servers have switchover enabled.
- E. The active server is running. All the critical CCMS and CCT services are running.

Correct Answer: CDE

QUESTION 2

Orchestration Designer (OD) is used to create applications with instructions that determine the sequence of steps a contact follows after the contact arrives at the Contact Center.

Which three statements regarding the Orchestration Designer tool are true? (Choose three.)

- A. OD application steps can include call treatments, such as music or ringback.
- B. OD allows you to view real-time statistics for each skillset.
- C. OD applications can provide call routing, such as skill-based routing.
- D. OD provides a graphical editor to create Contact Center Task Flow Executor (TFE) flows.

Correct Answer: BCD

Reference: <https://downloads.avaya.com/css/P8/documents/101017364>

QUESTION 3

You are installing Avaya Agent Desktop (AAD) on an agent PC.

Which three Microsoft software components must be installed? (Choose three.)

- A. Microsoft Visual C++ 2005 SP1 Redistributable Package (x86)
- B. Microsoft WinPcap

- C. Microsoft .NET Framework 4.5.2
- D. Microsoft Internet Explorer 10.0 (32-bit) or 11.0 (32-bit)
- E. Microsoft Silverlight

Correct Answer: ACD

QUESTION 4

During the Microsoft Windows installation, you must provide a computer name and domain as part of the pre-installation tasks.

What is a valid name for the server computer name?

- A. Toronto2
- B. 2Toronto
- C. Toronto2_
- D. Toronto 2

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/100093186> (p.27)

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