

6210^{Q&As}

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QUESTION 1

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 2

You are preparing the Windows server for the installation of Avaya Aura Contact Center (AACC). As AACC does not support Remote Access Services (RAS), it must be disabled before installing AACC.

What is the correct procedure to disable Remote Access Services?

- A. Disable RAS using the Avaya Aura Contact Center Roles and Features Installer
- B. Disable RAS in Administrative Tools > Computer Management
- C. RAS is disabled automatically by the AACC R7 installation DVD
- D. Disable RAS in Administrative Tools > Remote access connection Manager

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/100141959> (32)

QUESTION 3

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

QUESTION 4

From the High Availability (HA) utility under Configuration, which menu selection can be used to validate that the Active and Standby servers are running?

- A. Notifications
- B. CC Configuration
- C. System
- D. Server Mode

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/100172577>

QUESTION 5

A customer supplies a server that fully meets the Platform Vendor Independent (PVI) mid-range specifications for an Aura SIP ?Voice and Multimedia Contact Server without Avaya Aura Media Server (AAMS) server type.

What is the maximum number of logged in agents supported for this server type?

- A. 500 Agents
- B. 300 Agents
- C. 100 Agents
- D. 200 Agents

Correct Answer: B

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