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Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

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>

QUESTION 2

Which three Operating Systems are supported for an Avaya Agent Desktop (AAD) client installation?

- A. Microsoft Windows 8.1 (32-bit and 64-bit)
- B. Microsoft Windows 7 (32-bit and 64-bit)
- C. Windows XP Professional SP2 or later
- D. Microsoft Windows 10 (32-bit and 64-bit)
- E. Agent Desktop Release 7.0 (32-bit and 64-bit)

Correct Answer: ABC

Reference: <https://downloads.avaya.com/css/P8/documents/100178582> (p.12)

QUESTION 3

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 4

Which three statements about Avaya Aura Contact Center (AACC) Licensing are true? (Choose three.)

- A. Agent licenses are available for both Nodal and Corporate Licensing.
- B. A Corporate Enterprise license type is for a network of Avaya Aura Contact Center installations.
- C. The Nodal Enterprise license type controls the licensing for a single Avaya Aura Contact Center node.
- D. The licensing grace period duration is 15 days.
- E. Nodal Enterprise licensing supports a Standby License Manager.

Correct Answer: BCE

QUESTION 5

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 6

Which two statements about the License Manager (LM) Configuration utility are true? (Choose two.)

- A. The License Manager Configuration utility can be used to download the license file from the Avaya license website.
- B. License Manager supports a WebLM License File and the Avaya WebLM Server on a virtual machine.
- C. The License Manager provides central control and administration of application licensing for all features of the

Contact Center.

D. The license file on the server can be edited where License Manager is installed.

Correct Answer: BC

Reference: <https://downloads.avaya.com/css/P8/documents/101017335>

QUESTION 7

A customer has purchased the Agent Greeting feature to provide individual pre-recorded greeting playback capabilities.

Where is the license for Agent Greeting enabled in Avaya Aura Contact Center (AACC)?

A. From the server, navigate to the Server Configuration > Licensing tab

B. From the server, locate Multimedia Commissioning > Multimedia Licensing tab

C. From Contact Center Manager Administration (CCMA) > Configuration > Applications > LM Service Configuration Setup tab

D. From the Contact Center License Manager > Configuration > Contact Center Licensing tab

Correct Answer: C

QUESTION 8

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 9

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)

QUESTION 10

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)

QUESTION 11

To ensure resiliency, you have been asked to add an additional license manager to the network. Which licensing type supports an additional license manager?

- A. Nodal Enterprise, when a standby license manager is configured.
- B. Remote Enterprise, when a standby license manager is configured.
- C. Network Enterprise, where you can configure a primary and a secondary License Manager.
- D. Corporate Enterprise, where you can configure a primary and a secondary License Manager.

Correct Answer: D

QUESTION 12

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 13

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>

QUESTION 14

The installation of the Contact Center Manager Administration (CCMA) component adds default users to the Windows operating system.

Which CCMA user accounts are created during the Avaya Aura Contact Center (AACC) installation?

- A. iceAdmin IUSR_SWC
- B. AAD_User AACC_Admin
- C. AACC_Admin IUSR_SWC
- D. BKup_SWC iceAdmin

Correct Answer: A

QUESTION 15

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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