

6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

You can install the Contact Center Server Utility on a standalone computer, or it can co-reside with the Contact Center Manager Server (CCMS).

Which operation on the server can the Server Utility perform?

- A. Modify real-Time Display interface parameters
- B. View Alarms and Events
- C. Perform database restores
- D. Administer licensing

Correct Answer: B

QUESTION 2

Which features should be enabled in the Windows Server operating system before you install Avaya Aura Contact Center?

- A. IIS and XPS Viewer to view reports on the server.
- B. Storage Manager for SAN\\s for managing the remote backups and IIS
- C. TFTP Client to Backup of the CCMA configuration files to remote TFTP Server and XPS Viewer to view reports on the server.
- D. Simple Network Management Protocol and Windows Server Backup for monitoring and controlling of Network elements and Server backups.

Correct Answer: D

QUESTION 3

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 4

You have created a new application (script) in Orchestration Designer (OD).

Which configuration steps in OD will allow you to place a test call to the new application?

- A. Select Application Routes > CDNs > Configured Routes > Select Application > Save
- B. Select Application > Routes > Add Application > Save
- C. Select Call Router > Application Routes > CDNs > Configured Routes > Add > Select Application > Save
- D. Select CDNs > Add Application > Save

Correct Answer: B

QUESTION 5

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 6

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 7

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 8

When configuring servers for an Avaya Aura Contact Center (AACC) High Availability (HA) implementation, if you are using the Hosts files to resolve Managed names to Managed IP Addresses, ensure that you add the Managed Names and Managed IP Addresses to the Hosts file.

Which DNS entries must be made for the HA servers?

- A. One Dynamic DNS entry for the Active server One Dynamic DNS entry for the Standby server One Dynamic DNS entry for the Managed name and associated IP address
- B. Static DNS entry for the Active server
- C. One DNS static entry for the Active server One DNS static entry for the Standby server One DNS static entry for the Managed name and associated IP address
- D. One static entry for the Active server One static entry for the Standby server

Correct Answer: D

QUESTION 9

Which two statements about scheduled backups are true? (Choose two.)

- A. Contact Center stores up to seven backup files at each server location.
- B. You can use this utility to back up operating system files.

C. The backup location must be a tape or optical drive.

D. You can schedule single or multiple backup tasks on a daily, weekly, or monthly basis.

Correct Answer: AD

Reference: <https://downloads.avaya.com/css/P8/documents/100141967> (17)

QUESTION 10

You are configuring the Windows Operating System for an Avaya Aura Contact Center (AACC) installation.

Which setting will you select for Data Execution Prevention (DEP)?

A. Turn off DEP for all programs and services.

B. Turn on DEP for essential Windows programs and services only.

C. Turn on DEP for all programs and services except for those specifically selected.

D. Turn on DEP for all AACC programs and services.

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/100178594> (p.40)

QUESTION 11

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 12

A customer has Avaya Aura Contact Center (AACC) and Avaya Aura Unified Communications Platform Integration.

For the Avaya Aura Session Manager (ASM) to direct incoming voice contacts to the AACC, as part of the ASM and AACC configuration, which two items are configured in ASM? (Choose two.)

- A. Enable TLS encryption for Hosts.
- B. Install a Signed Certificate from a Trusted Host.
- C. Add the Avaya Aura Contact Center as a Trusted Host.
- D. Add a Routing Policy for the AACC.

Correct Answer: BC

QUESTION 13

Which core Contact Center component manages functions such as the logic for call processing, call treatment, call handling, call presentation and the accumulation of data into historical and real-time databases?

- A. Contact Center Manager Administration (CCMA)
- B. Communication Control Toolkit (CCT)
- C. Contact Center Manager Server (CCMS)
- D. Contact Center Multimedia (CCMM)

Correct Answer: C

Reference: ftp://ftp.landata.ru/support/Docs/Contact%20Center/AACC/AACC_Fundamentas_NN4440011002.pdf (59)

QUESTION 14

By which two methods can you verify the status of the Data Execution Prevention (DEP) in Windows Server 2016? (Choose two.)

- A. Windows Start > Control Panel > System > Advanced System Settings > Performance Settings > Data Execution Prevention
- B. Windows Start > System > Advanced System Settings > Performance Settings > Data Execution Prevention
- C. My computer > properties > advanced system settings > advanced > environment variables > Data Execution Prevention
- D. Control Panel > Network and Internet > Internet Options, and then turn on DEP for essential Windows programs and services only

Correct Answer: AB

QUESTION 15

Avaya Aura Application Enablement Services (AES) is a set of enhanced telephony APIs, protocols, and Web services available to developers. The interface between the Avaya Aura Contact Center (AACC) and AES is Mutual TLS.

Which three statements regarding the AES and AACC are true? (Choose three.)

- A. If you are using Web Services security on Contact Center, you cannot use the default certificates and must use the certificates in the Contact Center Certificate Store.
- B. AES 7.0 includes the default Contact Center root certificate.
- C. The Contact Center CTI Proxy points to the AES IP Address, port 4723, Transport TLS.
- D. AES 7.0 does not include the default Contact Center root certificate. To use the default root certificate with AES 7.0, you must import it into AES.
- E. The AACC CTI Proxy points to the AES IP address, port 5060, Transport TCP.

Correct Answer: ABC

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