6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

A customer has installed Avaya Aura Contact Center (AACC) on a Platform Vendor Independent (PVI) server. They want to receive real-time data on their client computer via Unicast stream.

Where do you set the transmission mode for the site to Unicast?

A. From the CCMS > RSM IP Address window

B. From Windows > Apps > Manager Administration Configuration > Console Root > Avaya > Applications > CCMA Settings

C. From Windows > Apps > Manager Administration Configuration > Console Root > Avaya > Applications > Real-Time Reporting > RTR Registry Settings

D. From the CCMS > RSMConfig

Correct Answer: A

Reference http://downloads.avaya.com/css/P8/documents/100178738

QUESTION 2

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 3

You are preparing to install the Agent Desktop Displays (ADD) tool on agent client computers supplied by the customer, and you need to verify that the computers meet the minimum required specifications.

What is the minimum required amount of RAM needed for the client computers?

A. 8 GB

B. 4 GB

C. 1 GB

D. 2 GB

Correct Answer: D

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

A systems engineer has just completed a database maintenance backup. The engineer would like to verify the success of the backup.

In which default location should the engineer look to determine the success of the backup?

A. C:\Contact Center\Logs\Common Components\DBMaintenance.log

B. D:\Logs\Common Components\DBMaintenance.log

C. D:\Avaya Aura\Contact Center\Logs\Common Components\CC_DBMaintenance.log

D. D:\Avaya\Logs\Common Components\CC_DBMaintenance

Correct Answer: B

QUESTION 6

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 7

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 8

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 9

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 10

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 11

After you complete the Avaya Aura Contact Center (AACC) installation, you should perform a backup.

From the Contact Center Database Maintenance utility, which two menu options are used to perform the backup?

A. Select Location and Immediate Backup

B. Map Drive and Immediate Backup

C. Backup Drive and Immediate Backup

D. Backup Location and Immediate Backup

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/100141967 (15)

QUESTION 12

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

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

When a SIP INVITE message arrives at the Contact Center Manager Server (CCMS), CCMS matches the message with one of the configured Route Points URIs.

CCMS then anchors the customer call to a port on which component?

A. Call Pilot

B. Avaya Aura Communication Manager

C. Avaya Aura Media Server

D. Avaya Aura Midsize Enterprise (ME)

Correct Answer: C

QUESTION 15

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

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