

6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

Which method does Avaya recommend for installing Avaya Aura Contact Center (AACC) 7.1 on a supported virtualized server?

- A. Run the installation from an iso-image on a mounted DVD drive of your virtualized server
- B. Run the installation from a remote DVD-ROM drive that is accessible from the virtualized server over the LAN
- C. Run the installation from a remote hard disk copy of the installation DVD
- D. Run the installation from an iso-image on a remote DVD-ROM drive that is accessible from the virtualized server over the Internet

Correct Answer: A

QUESTION 2

You have been asked to install an Avaya Aura Contact Center High Availability (HA) solution for a customer who already has an existing AACC solution. You have installed the Standby server and entered all of the IP Address information in the HA configuration tool on the existing Primary AACC server.

What is the next required step?

- A. Install the Replication Server for database replication.
- B. Run the High Availability tool on the Standby Server.
- C. Perform a backup on the Primary server and execute a restore of the backup on the Standby server.
- D. Reboot the Primary and Secondary Server so that they will synchronize.

Correct Answer: C

QUESTION 3

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.



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D. Select the Master Content Store check box for each media server.

Correct Answer: ABC

QUESTION 4

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 5

In a customer\\'s Local Area Network, some segments in the network do not allow multicast for transmitting data.

When configuring the Contact Center Manager Administration (CCMA) using the RTR (Real-Time Reporting) Registry Settings, how can network bandwidth usage be limited?

A. In the Minimum Unicast Sessions box, type the minimum number of simultaneous unicast sessions that the server is directed to allow.

- B. In the Maximum Unicast Sessions box, type the maximum number of simultaneous unicast sessions that the server is directed to allow.
- C. In the Output Rate box, type the minimum number of simultaneous outputs that the server is directed to allow.
- D. In the Output Rate box, type the maximum number of simultaneous outputs that the server is directed to allow.

Correct Answer: B

Reference: https://downloads.avaya.com/css/P8/documents/100122321 (146)

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