6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

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 2

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 3

Avaya Aura Contact Center (AACC) Release 7 supports only the Avaya Aura Media Server (AAMS), formerly called Avaya Media Server.

Which three statements regarding the AAMS are true? (Choose three.)

A. AAMS is supported on the Windows Server 2012 R2 operating system when installed co-resident with AACC.

B. AACC requires a license for each AAMS instance in the solution.

C. An Avaya Aura Media Server High Availability pair of server requires two instance licenses.

D. A standalone Avaya Aura Media Server is supported on the Windows Server operating system.

Correct Answer: ABC

Reference: https://support.avaya.com/css/P8/documents/101038008

QUESTION 4

After completing the Avaya Aura Contact Center installation, you want to display the installation log.

What is the path to the log?

A. D:\Avaya\Logs\Sysops

B. C:\Logs\Sysops

C. D:\Avaya\Logs\PVI

D. C:\Avaya\Logs\Sysops

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/100093298 (p.26)

QUESTION 5

You are deploying Avaya Agent Desktop (AAD) for the first time in a SIP-enabled contact center.

Which configuration step should be performed in Contact Center Management Administration (CCMA) for agents to use AAD?

A. Assign an AAD login ID and password to each agent.

B. Enable Agent Desktop integration in each agent\\'s Call Presentation Class.

C. Associate a domain user account with each agent.

D. Acquire each agent\\'s telephone.

Correct Answer: C

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