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

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

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 4

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 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

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