



6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

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 2

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 3

Which tool is used to verify the Communication Control Toolkit (CCT) configuration and to ensure that all resources are available and accessible to route contacts for the Contact Center Manager Server (CCMS)?

- A. Multimedia Dashboard
- B. Reference Client
- C. Server Utility
- D. Server Manager

Correct Answer: B



QUESTION 4

When commissioning an Avaya Aura Contact Center (AACC), you need to associate the Communication Control Toolkit (CCT) with CCMS (Contact Center Manager Server).

What steps are performed to add the CCT in Contact Center Manager Administration (CCMA), and then associate it to CCMS?

- A. From CCT > Windows > Avaya > Contact Center > Server Configuration > Add Server
- B. From the CCMA Launchpad > Configuration > Server menu > Add Server
- C. From the CCMA Launchpad > Contact Center Management > Add Server
- D. From CCMS > Avaya > Contact Center > Add Server

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/101017374> page 318

QUESTION 5

In a Mission Critical AACC High Availability (HA) campus solution, there are two types of switchovers, managed and unmanaged. A managed switchover is one initiated by the administrator or caused by a failure of a monitored Contact Center Manager Server (CCMS) or Communication Control Toolkit (CCT) component. An unmanaged switchover results from a hardware, network, database or power failure.

Which three conditions must be satisfied before a switch over can occur? (Choose three.)

- A. Switchover is only enabled on the standby server.
- B. The active server database and standby server database are synchronized, and the standby server database is shadowing the active server database.
- C. The active and standby servers can communicate with the trusted server
- D. The active and standby servers have switchover enabled.
- E. The active server is running. All the critical CCMS and CCT services are running.

Correct Answer: CDE

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