



6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

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 2

You are preparing the Windows server for the installation of Avaya Aura Contact Center (AACC). As AACC does not support Remote Access Services (RAS), it must be disabled before installing AACC.

What is the correct procedure to disable Remote Access Services?

- A. Disable RAS using the Avaya Aura Contact Center Roles and Features Installer
- B. Disable RAS in Administrative Tools > Computer Management
- C. RAS is disabled automatically by the AACC R7 installation DVD
- D. Disable RAS in Administrative Tools > Remote access connection Manager

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/100141959> (32)

QUESTION 3

On which servers is the Enable Switchover function available when configuring Avaya Aura Contact Center (AACC) High Availability (HA)?

- A. Primary Server
- B. Primary and Backup Servers
- C. Active and Standby Servers
- D. Active Server

Correct Answer: D



Reference: <https://downloads.avaya.com/css/P8/documents/100172577> (592)

QUESTION 4

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 5

Which features should be enabled in the Windows Server operating system before you install Avaya Aura Contact Center?

- A. IIS and XPS Viewer to view reports on the server.
- B. Storage Manager for SAN\\s for managing the remote backups and IIS
- C. TFTP Client to Backup of the CCMA configuration files to remote TFTP Server and XPS Viewer to view reports on the server.
- D. Simple Network Management Protocol and Windows Server Backup for monitoring and controlling of Network elements and Server backups.

Correct Answer: D

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