



6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

While configuring an agent in Contact Center Manager Administration (CCMA), what does associating the domain user account provide the user?

- A. The ability to use Hot Desking feature.
- B. The ability to access files on their network.
- C. The ability to map the user to a Windows account.
- D. The ability to provide voice, e-mail and chat functionality to a single application.

Correct Answer: D

QUESTION 2

In Orchestration Designer (OD) from the Application menu, double-clicking on Master Script launches the Contact Router. The Contact Router is the first and only entry point of all contacts into applications (scripts/ flows) that reside on the Contact Center system.

The Contact Router list contains which three items that need access to scripting? (Choose three.)

- A. CLIDs
- B. CDRs
- C. DNISs
- D. CDNs

Correct Answer: ACD

Reference: <https://downloads.avaya.com/css/P8/documents/100093302>

QUESTION 3

The Avaya Aura Media Server High Availability (HA) feature ensures the uninterrupted availability of media processing and reduces the loss of processing data when an AAMS fails.

Which three statements regarding the AAMS High Availability (HA) feature are true? (Choose three.)

- A. You can perform a manual failover on the Active AAMS.
- B. You cannot a manual failover on the Active AAMS.
- C. High Availability (HA) is available only if the AAMS servers are installed on the Red Hat Enterprise Linux (RHEL) operating system.
- D. One AAMS HA pair supports up to 1000 agents, without SIP Call Recording.



E. AAMS HA supports Hyper-V Clustered environment.

Correct Answer: ACD

Reference: <https://downloads.avaya.com/css/P8/documents/101017345> (76)

QUESTION 4

When performing a database restore, Avaya Aura Contact Center (AACC) services must be shut-down before starting the restore.

How are these services shut-down?

- A. Use the Stop Shadowing command on the SMMC System Tray to manually shut-down the services.
- B. Use the System Control and Monitor utility to manually shut-down the services.
- C. The database utility performs the shut-down automatically.
- D. Use the Windows Services utility to manually shut-down the services.

Correct Answer: B

QUESTION 5

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>

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