



# 6210<sup>Q&As</sup>

Avaya Aura ContactCenter Implementation Exam

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### QUESTION 1

The installation of the Contact Center Manager Administration (CCMA) component adds default users to the Windows operating system.

Which CCMA user accounts are created during the Avaya Aura Contact Center (AACC) installation?

- A. iceAdmin IUSR\_SWC
- B. AAD\_User AACC\_Admin
- C. AACC\_Admin IUSR\_SWC
- D. BKup\_SWC iceAdmin

Correct Answer: A

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### QUESTION 2

For Avaya Aura Contact Center (AACC) High Availability (HA), you must backup the active server database, restore it onto the standby server and enable shadowing.

Database shadowing does not work if the difference in time between the active and the standby server database is greater than how many hours?

- A. 72 Hours
- B. 48 Hours
- C. 24 Hours
- D. 12 Hours

Correct Answer: C

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### QUESTION 3

For Avaya Aura Contact Center R7, which three statements regarding the Windows installation is true? (Choose three.)

- A. Avaya Aura Contact Center Release 7 is supported on Microsoft Windows Server 2008 R7.
- B. Customers upgrading to Avaya Aura Contact Center Release 7.x, must migrate to a new Microsoft Windows Server 2012 R2.
- C. Avaya Aura Contact Center Release 7 is supported on the Microsoft Windows Server 2012 R2 operating system.
- D. A Microsoft Windows Server 2012 R2 operating system product key is required.

Correct Answer: BCD

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Reference: <https://downloads.avaya.com/css/P8/documents/101017364>

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#### QUESTION 4

Avaya Aura Contact Center (AACC) uses Avaya Aura Media Server (AAMS) media processing capabilities.

When adding the AAMS in Contact Center Manager Administration (CCMA), which three statements regarding the Master Content Store are true? (Choose three.)

- A. If the AAMS server does not contain existing contact center media, CCMA uploads base media to it.
- B. Select the Master Content Store check box for only one media server.
- C. Select the Master Content Store check box for the AAMS server that manages media and prompts.
- D. Select the Master Content Store check box for each media server.

Correct Answer: ABC

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#### QUESTION 5

You are preparing to activate the Agent Desktop Displays (ADD) tool in the call center.

Which protocol is a prerequisite for ADD in the Avaya Aura Contact Center (AACC) environment?

- A. Multicast or unicast communication from the CCMS to Contact Center Manager Administration (CCMA)
- B. Unicast communication from the CCMS to the client PCs
- C. Multicast from Contact Center Manager Administration (CCMA)
- D. RSM Compression (Real-Time Statistical Multicast) option that is enabled from the Contact Center Manager Server (CCMS)

Correct Answer: D

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