6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

Avaya Agent Desktop (AAD) is installed on the agent PCs, and the customer wants you to enable the licensed Web Based Statistics feature.

After configuring the hostname and port for Web Based Statistics, where do you enable the Web Based Statistics feature?

A. From CCMA > Launchpad > Multimedia > Agent Desktop Configuration > General Settings > Web Statistics

B. From Windows > Apps > Multimedia Dashboard > Web Statistics

C. From CCMA > Launchpad > Configuration > Agent Desktop Configuration > Web Statistics

D. From Windows > Administrative Tools > Services > Web Statistics

Correct Answer: C

QUESTION 2

Which two statements about scheduled backups are true? (Choose two.)

A. Contact Center stores up to seven backup files at each server location.

B. You can use this utility to back up operating system files.

C. The backup location must be a tape or optical drive.

D. You can schedule single or multiple backup tasks on a daily, weekly, or monthly basis.

Correct Answer: AD

Reference: https://downloads.avaya.com/css/P8/documents/100141967 (17)

QUESTION 3

You are preparing for the first backup Avaya Aura Contact Center.

Which step is required in the Contact Center Database Maintenance utility to prepare for the backup?

A. On the Backup Locations tab, select the Tape Drive.

B. On the Backup Locations tab, select the Drive, enter the UNC Path, username and password.

C. On the Backup Locations tab, select the Applications.

D. Shut down all services.

Correct Answer: B

Reference: https://downloads.avaya.com/css/P8/documents/100141967 (p.14)

QUESTION 4

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 5

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

QUESTION 6

Which three Mission Critical High Availability (HA) solutions does Contact Center Release 7 support? (Choose three.)

A. Mission Critical HA with or without Avaya Aura platform resiliency

B. Mission Critical HA with Midsize Enterprise (ME)

C. Mission Critical HA with Avaya Aura Unified Communications Virtualized Environment

D. Mission Critical HA with Midsize Business Template

Correct Answer: BCD

QUESTION 7

You are installing a SIP-based Avaya Aura Contact Center (AACC) with Avaya Aura Media Server (AAMS).

Which three functions/features are gained by implementing the AAMS? (Choose three.)

A. skillset based routing

B. anchoring of calls

C. recorded announcements

D. music on hold

E. text to speech engine

Correct Answer: CDE

Reference: https://www.avaya.com/blogs/archives/2016/03/understanding-avaya-aura-media-serversurvivability-settings.html

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QUESTION 8

You have increased the multicast time to live value on the Contact Center Manager Server (CCMS). After changing the value, which CCMS service must be restarted so that the new value can take effect?

A. CCMS SDP_Service, the Statistical Data Propagator Service

B. CCMS RSM_Service, the Real-Time Statistical Manager Service

C. CCMS RDC_Service, the Real-Time Data Calculator Service

D. CCMS IS_Service, the Intrinsic Service

Correct Answer: A

QUESTION 9

A customer has purchased Avaya Aura Contact Center (AACC) with the correct licensing to provide Open Queue session licenses, and to provide agent licenses for the required multimedia contact types.

Where is Open Queue initially enabled in AACC?

A. Contact Center Manager Administration (CCMA) > Configuration, Applications > LM Service Configuration Setup tab

B. Contact Center License Manager > Configuration > Contact Center Licensing tab

C. CCMS > Multimedia Commissioning > Multimedia Licensing tab

D. Ignition Wizard configuration > Licensing tab

Correct Answer: B

QUESTION 10

Avaya Aura Contact Center (AACC) uses the media processing capabilities of the Avaya Aura Media Server (AAMS) to perform functions such as conference customer and agent speech paths with media treatments.

Which three statements regarding AACC and 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 does not require a license for each AAMS instance in the solution.

C. AACC integrates with AAMS using Media Server Markup Language (MSML) based communication.

D. AAMS provides a MSML-based service type named ACC_APP_ID.

Correct Answer: ACD

QUESTION 11

Orchestration Designer (OD) is used to create applications with instructions that determine the sequence of steps a contact follows after the contact arrives at the Contact Center.

Which three statements regarding the Orchestration Designer tool are true? (Choose three.)

A. OD application steps can include call treatments, such as music or ringback.

B. OD allows you to view real-time statistics for each skillset.

C. OD applications can provide call routing, such as skill-based routing.

D. OD provides a graphical editor to create Contact Center Task Flow Executor (TFE) flows.

Correct Answer: BCD

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

QUESTION 12

During the Avaya Aura Contact Center (AACC) software installations, which tool launches once the UniversalInstaller configuration is successfully completed?

A. Avaya Aura Contact Center Configuration Wizard

B. Avaya Aura Contact Center Startup Wizard

C. Avaya Aura Contact Center Installation Wizard

D. Avaya Aura Contact Center Ignition Wizard

Correct Answer: D

QUESTION 13

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 14

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

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

QUESTION 15

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