6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

Which method does Avaya recommend for installing Avaya Aura Contact Center (AACC) on a supported server?

A. Run the installation from a remote DVD-ROM drive that is accessible from the server over the Internet.

B. Run the installation from a remote hard disk copy of the installation DVD.

C. Run the installation from a remote DVD-ROM drive that is accessible from the server over the LAN.

D. Insert the Contact Center DVD into the DVD drive of your server.

Correct Answer: D

QUESTION 2

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 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

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Correct Answer: B

QUESTION 4

Avaya requires that a remote support access tool be configured on Avaya Aura Contact Center (AACC) servers to provide remote support.

Which remote access tool does Avaya recommend?

A. Avaya Secure Access Link

B. pcAnywhere

C. NetMeeting

D. AA_Rescue

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/100180144 (36)

QUESTION 5

For Avaya Aura Contact Center (AACC) R7.1.0.0, which two statements about the Windows installation are true? (Choose two.)

A. Avaya Aura Contact Center is supported on Microsoft Windows Server 2008 R2

B. Upgrades from 7.1.0.0 or later will be supported on Windows Server 2016

C. A Microsoft Windows Server 2012 R2 or 2016 operating system product key is required

D. Avaya Aura Contact Center is only supported on the Microsoft Windows Server 2012 R2 operating system

Correct Answer: BC

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