

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

Avaya Aura ContactCenter Implementation Exam

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### QUESTION 1

You are installing Avaya Agent Desktop (AAD) on an agent PC.

Which three Microsoft software components must be installed? (Choose three.)

- A. Microsoft Visual C++ 2005 SP1 Redistributable Package (x86)
- B. Microsoft WinPcap
- C. Microsoft .NET Framework 4.5.2
- D. Microsoft Internet Explorer 10.0 (32-bit) or 11.0 (32-bit)
- E. Microsoft Silverlight

Correct Answer: ACD

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### QUESTION 2

In a Mission Critical AACC High Availability (HA) campus solution, there are two types of switchovers, managed and unmanaged. A managed switchover is one initiated by the administrator or caused by a failure of a monitored Contact Center Manager Server (CCMS) or Communication Control Toolkit (CCT) component. An unmanaged switchover results from a hardware, network, database or power failure.

Which three conditions must be satisfied before a switch over can occur? (Choose three.)

- A. Switchover is only enabled on the standby server.
- B. The active server database and standby server database are synchronized, and the standby server database is shadowing the active server database.
- C. The active and standby servers can communicate with the trusted server
- D. The active and standby servers have switchover enabled.
- E. The active server is running. All the critical CCMS and CCT services are running.

Correct Answer: CDE

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### QUESTION 3

You will need to configure Internet Explorer (IE) options to access Avaya Aura Contact Center (AACC) components such as Contact Center Manager Administration (CCMA).

Which three statements regarding the configuration of Internet Explorer are true? (Choose three.)

- A. CCMA supports the 32-bit and 64-bit versions of Microsoft Internet Explorer.
- B. You must run Internet Explorer in compatibility mode for CCMA and Communication Control Toolkit (CCT).

- C. CCMA supports only the 32-bit version of Microsoft Internet Explorer.
- D. Install Microsoft Internet Explorer 10.0 or 11.0.

Correct Answer: ABD

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#### QUESTION 4

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 5

Which method does Avaya recommend for installing Avaya Aura Contact Center (AACC) 7.1 on a supported virtualized server?

- A. Run the installation from an iso-image on a mounted DVD drive of your virtualized server
- B. Run the installation from a remote DVD-ROM drive that is accessible from the virtualized server over the LAN
- C. Run the installation from a remote hard disk copy of the installation DVD
- D. Run the installation from an iso-image on a remote DVD-ROM drive that is accessible from the virtualized server over the Internet

Correct Answer: A

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