6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

You are preparing to install an Avaya Aura Contact Center R7 (AACC) on a server that has been supplied by the customer. You need to verify that the server meets the requirements to run AACC.

In which Avaya support document will you find the server requirements?

A. Avaya Aura Contact Center Overview and Specifications

B. Avaya Aura Contact Center and Avaya Aura Unified Communications Platform Integration

C. Avaya Aura Contact Center Administration

D. Avaya Aura Contact Center Commissioning for Avaya Aura Unified Communications

Correct Answer: A

QUESTION 2

You are preparing to install the Agent Desktop Displays (ADD) tool on agent client computers supplied by the customer, and you need to verify that the computers meet the minimum required specifications.

What is the minimum required amount of RAM needed for the client computers?

A. 8 GB

B. 4 GB

C. 1 GB

D. 2 GB

Correct Answer: D

QUESTION 3

Which three statements about Avaya Aura Contact Center (AACC) Licensing are true? (Choose three.)

A. Agent licenses are available for both Nodal and Corporate Licensing.

B. A Corporate Enterprise license type is for a network of Avaya Aura Contact Center installations.

C. The Nodal Enterprise license type controls the licensing for a single Avaya Aura Contact Center node.

D. The licensing grace period duration is 15 days.

E. Nodal Enterprise licensing supports a Standby License Manager.

Correct Answer: BCE

QUESTION 4

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 5

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 6

A systems engineer has just completed a database maintenance backup. The engineer would like to verify the success of the backup.

In which default location should the engineer look to determine the success of the backup?

A. C:\Contact Center\Logs\Common Components\DBMaintenance.log

B. D:\Logs\Common Components\DBMaintenance.log

C. D:\Avaya Aura\Contact Center\Logs\Common Components\CC_DBMaintenance.log

D. D:\Avaya\Logs\Common Components\CC_DBMaintenance

Correct Answer: B

QUESTION 7

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 8

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 9

Which core Contact Center component manages functions such as the logic for call processing, call treatment, call handling, call presentation and the accumulation of data into historical and real-time databases?

A. Contact Center Manager Administration (CCMA)

B. Communication Control Toolkit (CCT)

C. Contact Center Manager Server (CCMS)

D. Contact Center Multimedia (CCMM)

Correct Answer: C

Reference: ftp://ftp.landata.ru/support/Docs/Contact%20Center/AACC/AACC_Fundamentas_NN4440011002.pdf (59)

QUESTION 10

In a customer\\'s Local Area Network, some segments in the network do not allow multicast for transmitting data.

When configuring the Contact Center Manager Administration (CCMA) using the RTR (Real-Time Reporting) Registry Settings, how can network bandwidth usage be limited?

A. In the Minimum Unicast Sessions box, type the minimum number of simultaneous unicast sessions that the server is directed to allow.

B. In the Maximum Unicast Sessions box, type the maximum number of simultaneous unicast sessions that the server is directed to allow.

C. In the Output Rate box, type the minimum number of simultaneous outputs that the server is directed to allow.

D. In the Output Rate box, type the maximum number of simultaneous outputs that the server is directed to allow.

Correct Answer: B

Reference: https://downloads.avaya.com/css/P8/documents/100122321 (146)

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

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)

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

D. Mission Critical HA with Midsize Business Template

Correct Answer: BCD

QUESTION 13

After completing the Avaya Aura Contact Center installation, you want to display the installation log.

What is the path to the log?

A. D:\Avaya\Logs\Sysops

B. C:\Logs\Sysops

C. D:\Avaya\Logs\PVI

D. C:\Avaya\Logs\Sysops

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/100093298 (p.26)

QUESTION 14

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 15

When configuring servers for an Avaya Aura Contact Center (AACC) High Availability (HA) implementation, if you are using the Hosts files to resolve Managed names to Managed IP Addresses, ensure that you add the Managed Names and Managed IP Addresses to the Hosts file.

Which DNS entries must be made for the HA servers?

A. One Dynamic DNS entry for the Active server One Dynamic DNS entry for the Standby server One Dynamic DNS

entry for the Managed name and associated IP address

B. Static DNS entry for the Active server

C. One DNS static entry for the Active server One DNS static entry for the Standby server One DNS static entry for the Managed name and associated IP address

D. One static entry for the Active server One static entry for the Standby server

Correct Answer: D

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