6210.VCEplus.premium.exam.71q

Website: https://vceplus.com - https://vceplus.co
VCE to PDF Converter: https://vceplus.com/vce-to-pdf/
Facebook: https://www.facebook.com/VCE.For.All.VN/
Twitter : https://twitter.com/VCE_Plus

6210

Avaya Aura® Contact Center Implementation Exam

Version 2.0

Exam A

QUESTION 1

You have created a new application (script) in Orchestration Designer (OD).

Which configuration steps in OD will allow you to place a test call to the new application?

A. Select Application Routes > CDNs > Configured Routes > Select Application > Save
B. Select Application > Routes > Add Application > Save
C. Select Call Router > Application Routes > CDNs > Configured Routes > Add > Select Application > Save
D. Select CDNs > Add Application > Save

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
From the High Availability (HA) utility under Configuration, which menu selection can be used to validate that the Active and Standby servers are running?

A. Notifications
B. CC Configuration
C. System
D. Server Mode

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100172577

QUESTION 3 When performing a database restore, Avaya Aura® Contact Center (AACC) services must be shut-down before
starting the restore.

How are these services shut-down?

A. Use the Stop Shadowing command on the SMMC System Tray to manually shut-down the services.
B. Use the System Control and Monitor utility to manually shut-down the services.
C. The database utility performs the shut-down automatically.
D. Use the Windows Services utility to manually shut-down the services.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
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 StatisticsD. From Windows > Administrative Tools > Services > Web Statistics

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
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
Section: (none)
Explanation

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

QUESTION 7
You have been asked to install an Avaya Aura® Contact Center High Availability (HA) solution for a customer who already has an existing AACC solution. You have installed the Standby server and entered all of the IP Address information in the HA configuration tool on the existing Primary AACC server.

What is the next required step?

A. Install the Replication Server for database replication.
B. Run the High Availability tool on the Standby Server.
C. Perform a backup on the Primary server and execute a restore of the backup on the Standby server.
D. Reboot the Primary and Secondary Server so that they will synchronize.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
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 SettingsD. From the CCMS > RSMConfig

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference http://downloads.avaya.com/css/P8/documents/100178738

QUESTION 9
After you complete the Avaya Aura® Contact Center (AACC) installation, you should perform a backup.

From the Contact Center Database Maintenance utility, which two menu options are used to perform the backup?

A. Select Location and Immediate Backup
B. Map Drive and Immediate Backup
C. Backup Drive and Immediate Backup
D. Backup Location and Immediate Backup

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100141967 (15)

QUESTION 10
After a successful installation of Avaya Aura® Contact Center, Avaya releases a patch for this particular site that is required to fix a problem reported for the CCMS. Currently, the service pack AvayaCC_CCMS_7.0.0.0.11.0021_Patch is installed under CCMS and no roll-up patches have been installed yet.

What is a valid name for the site specific patch?

A. AvayaCC_CCMS_7.0.0.0.12.0021_Patch
B. AvayaCC_CCMS_7.0.0.0.12.0031_ServicePack
C. AvayaCC_CCMS_7.0.0.0.11.0023_ ServicePack
D. AvayaCC_CCMS_7.0.0.0.11.0210_Patch

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14 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
Section: (none)
Explanation

Explanation/Reference:
QUESTION 15 To log in to the Avaya Aura® Media Server (AAMS) Element Manager (EM) from a browser, you must enter
the correct URL.

Which URL format is correct to access the AAMS Element Manager (EM)?

A. https://<serveraddress>:em
B. https://<serveraddress>:8800/em
C. https://<serveraddress>:/em
D. https://<serveraddress>:8443/em

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/101017536 (33)

QUESTION 16
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
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/101017345 (76)

QUESTION 17 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
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
Section: (none)
Explanation

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

QUESTION 20
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 serverOne static entry for the Standby server

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
You are configuring the Real-Time Statistics Multicast (RSM) settings on a newly installed Avaya Aura® Contact Center (AACC).

Which address is within the acceptable range for use as an IP Multicast address on Contact Center Manager Server (CCMS)?

A. 223.0.0.255
B. 225.0.1.254
C. 242.0.1.0
D. 240.255.255.254

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100093187 (42)

QUESTION 22

After the Avaya Aura® Media Server High Availability (HA) pair is formed, several Element Manager pages display new features that reflect the new paired High Availability state/status. In

the primary AAMS Element Manager navigation pane, which three features do you need to status? (Choose three.)

A. Ensure one Element Role is listed for both the Primary and Backup server.
B. Ensure one Element Role is listed for both the Active and Standby server.
C. Ensure only two nodes are listed.
D. Ensure no alarms are listed in the Alarm Description column.

Correct Answer: ABC
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100172577 (410)

QUESTION 23
On which servers is the Enable Switchover function available when configuring Avaya Aura® Contact Center (AACC) High Availability (HA)?

A. Primary Server
B. Primary and Backup Servers
C. Active and Standby Servers
D. Active Server

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100172577 (592)

QUESTION 24
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
When setting up scheduled backups to a network location, which two steps are required? (Choose two.)
A. Create a shared directory on a networked logical drive to store the database backup.
B. Shutdown the Avaya Aura® Contact Center (AACC) server.
C. Navigate to Windows > Apps > Database Maintenance utility > Scheduled Backup
D. Navigate to CCMA > Launchpad > Contact Center Management > Scheduled Backup

Correct Answer: AC

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

QUESTION 26 You are deploying Avaya Agent Desktop (AAD) for the first time in a SIP-enabled
contact center.

Which configuration step should be performed in Contact Center Management Administration (CCMA) for agents to use AAD?

A. Assign an AAD login ID and password to each agent.
B. Enable Agent Desktop integration in each agent's Call Presentation Class.
C. Associate a domain user account with each agent.
D. Acquire each agent's telephone.

Correct Answer: C

Explanation/Reference:

QUESTION 27 Which features should be enabled in the Windows Server operating system before you install Avaya Aura®
Contact Center?

A. IIS and XPS Viewer to view reports on the server.
B. Storage Manager for SAN's for managing the remote backups and IIS
C. TFTP Client to Backup of the CCMA configuration files to remote TFTP Server and XPS Viewer to view reports on the server.
D. Simple Network Management Protocol and Windows Server Backup for monitoring and controlling of Network elements and Server backups.

Correct Answer: D

Explanation/Reference:

QUESTION 28 While configuring an agent in Contact Center Manager Administration (CCMA), what does associating the domain user account
provide the user?

A. The ability to use Hot Desking feature.
B. The ability to access files on their network.
C. The ability to map the user to a Windows account.
D. The ability to provide voice, e-mail and chat functionality to a single application.

Correct Answer: D

Explanation/Reference:
QUESTION 29 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31 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
Section: (none)
Explanation

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

QUESTION 32 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
Section: (none)
Explanation

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

QUESTION 33

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
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100141959 (32)

QUESTION 34
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
Section: (none)
Explanation

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

QUESTION 35
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_AdminIUSR_SWC
D. BKup_SWCiceAdmin

Correct Answer: A
Section: (none)
Explanation
Explanation/Reference:

QUESTION 36
In Orchestration Designer (OD) from the Application menu, double-clicking on Master Script launches the Contact Router. The Contact Router is the first and only entry point of all contacts into applications (scripts/flows) that reside on the Contact Center system.

The Contact Router list contains which three items that need access to scripting? (Choose three.)

A. CLIDs
B. CDRs

C. DNISs
D. CDNs

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100093302

QUESTION 37
In Contact Center Release 7, Contact Center Manager Administration (CCMA) stores information in a Cache Database.

Which three statements regarding the Cache database are true? (Choose three.)

A. It simplifies the overall solution as all components use a common database.
B. Avaya Aura® Contact Center Release 7 updates the version of Cache 2015 to Intersystem Cache.
C. The Cache database technology supports database shadowing for fault tolerant and mission critical solutions such as AACC.
D. All data is now replicated and there is no need for a CCMA backup and restore.

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
Avaya Aura® Contact Center (AACC) Release 7 supports only the Avaya Aura® Media Server (AAMS), formerly called Avaya Media Server.

Which three statements regarding 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 requires a license for each AAMS instance in the solution.
C. An Avaya Aura® Media Server High Availability pair of server requires two instance licenses.
D. A standalone Avaya Aura® Media Server is supported on the Windows Server operating system.

Correct Answer: ABC
Section: (none)
Explanation

Explanation/Reference:
Reference: https://support.avaya.com/css/P8/documents/101038008

QUESTION 40 You are configuring the Windows Operating System for an Avaya Aura® Contact Center
(AACC) installation.

Which setting will you select for Data Execution Prevention (DEP)?

A. Turn off DEP for all programs and services.
B. Turn on DEP for essential Windows programs and services only.
C. Turn on DEP for all programs and services except for those specifically selected.
D. Turn on DEP for all AACC programs and services.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100178594 (p.40)

QUESTION 41 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42 You can install the Contact Center Server Utility on a standalone computer, or it can co-reside with the Contact Center Manager
Server (CCMS).

Which operation on the server can the Server Utility perform?

A. Modify real-Time Display interface parameters
B. View Alarms and Events
C. Perform database restores
D. Administer licensing

Correct Answer: B
Section: (none)
Explanation
Explanation/Reference:

QUESTION 43 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
Section: (none)
Explanation

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

QUESTION 44
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45 Which three Operating Systems are supported for an Avaya Agent Desktop (AAD)
client installation?

A. Microsoft Windows 8.1 (32-bit and 64-bit)
B. Microsoft Windows 7 (32-bit and 64-bit)
C. Windows XP Professional SP2 or later
D. Microsoft Windows 10 (32-bit and 64-bit)
E. Agent Desktop Release 7.0 (32-bit and 64-bit)

Correct Answer: ABC
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100178582 (p.12)

QUESTION 46 By which two methods can you verify the status of the Data Execution Prevention (DEP) in Windows Server 2016?
(Choose two.)

A. Windows Start > Control Panel > System > Advanced System Settings > Performance Settings > Data Execution Prevention
B. Windows Start > System > Advanced System Settings > Performance Settings > Data Execution Prevention
C. My computer > properties > advanced system settings > advanced > environment variables > Data Execution Prevention
D. Control Panel > Network and Internet > Internet Options, and then turn on DEP for essential Windows programs and services only

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
Avaya Aura® Contact Center (AACC) supports VMware® vSphere. VMware® vSphere allows multiple copies of the same operating system or several different operating systems to run as virtual machines on a large x86-based host hardware server.

Which three statements regarding the AACC server types supported on an AML-based Avaya CS1000 when installed on a VMware® virtual machine are true? (Choose three.)

A. Voice and Multimedia Contact Server with Avaya Aura® Media Server
B. Multimedia Contact Server Only
C. Voice and Multimedia Contact Server without Avaya Aura® Media Server
D. Voice Contact Server Only

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/101017728

QUESTION 48 Avaya Aura® Application Enablement Services (AES) is a set of enhanced telephony APIs, protocols, and Web services available to developers. The interface between the Avaya Aura® Contact Center (AACC) and AES

is Mutual TLS. Which three statements regarding the AES and AACC are true? (Choose three.)

A. If you are using Web Services security on Contact Center, you cannot use the default certificates and must use the certificates in the Contact Center Certificate Store.
B. AES 7.0 includes the default Contact Center root certificate.
C. The Contact Center CTI Proxy points to the AES IP Address, port 4723, Transport TLS.
D. AES 7.0 does not include the default Contact Center root certificate. To use the default root certificate with AES 7.0, you must import it into AES.
E. The AACC CTI Proxy points to the AES IP address, port 5060, Transport TCP.

Correct Answer: ABC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49 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
Section: (none)
Explanation
Explanation/Reference:

QUESTION 50
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

Section: (none)
Explanation

Explanation/Reference:

QUESTION 51 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
Section: (none)
Explanation

Explanation/Reference:
Reference: ftp://ftp.landata.ru/support/Docs/Contact%20Center/AACC/AACC_Fundamentas_NN44400-11002.pdf (59)

QUESTION 52
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
Section: (none)
Explanation

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

QUESTION 53
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
A customer has purchased the Agent Greeting feature to provide individual pre-recorded greeting playback capabilities.

Where is the license for Agent Greeting enabled in Avaya Aura® Contact Center (AACC)?

A. From the server, navigate to the Server Configuration > Licensing tab
B. From the server, locate Multimedia Commissioning > Multimedia Licensing tab

C. From Contact Center Manager Administration (CCMA) > Configuration > Applications > LM Service Configuration Setup tabD. From the Contact Center License Manager > Configuration > Contact Center Licensing tab

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
A customer supplies a server that fully meets the Platform Vendor Independent (PVI) mid-range specifications for an Aura SIP – Voice and Multimedia Contact Server without Avaya Aura® Media Server (AAMS) server type.

What is the maximum number of logged in agents supported for this server type?

A. 500 Agents
B. 300 Agents
C. 100 Agents
D. 200 Agents

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
Contact Center License Manager provides central control and administration of licensing for Avaya Aura® Contact Center (AACC). Before installing the AACC software, you must choose a license type and a licensing mechanism. The licensing options available to you depend on your Contact Center solution type (AML-based or SIP-enabled), and on the ordering process you use. Which three license types does Contact Center License Manager support? (Choose three.)

A. Nodal Network Control Center
B. Campus Network Control Center
C. Corporate Enterprise
D. Nodal Enterprise
E. Enterprise Network Contact Center

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:
QUESTION 57 To ensure resiliency, you have been asked to add an additional license manager
to the network.

Which licensing type supports an additional license manager?

A. Nodal Enterprise, when a standby license manager is configured.
B. Remote Enterprise, when a standby license manager is configured.
C. Network Enterprise, where you can configure a primary and a secondary License Manager.
D. Corporate Enterprise, where you can configure a primary and a secondary License Manager.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
When a SIP INVITE message arrives at the Contact Center Manager Server (CCMS), CCMS matches the message with one of the configured Route Points URIs.

CCMS then anchors the customer call to a port on which component?

A. Call Pilot
B. Avaya Aura® Communication Manager
C. Avaya Aura® Media Server
D. Avaya Aura® Midsize Enterprise (ME)

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59 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
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/101017335

QUESTION 60 Which operating system is supported for Avaya Aura® Contact Center Release 7
server installations?

A. Windows Server 2008 SP7 Standard Edition or Enterprise Edition
B. Windows Server 2012 R1 Standard Edition or Datacenter Edition
C. Windows Server 2012 R2 Standard Edition or Datacenter Edition
D. Windows Server 2008 SP2 Standard or Enterprise Edition

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/101017526 (p.12)

QUESTION 61
During the Microsoft Windows installation, you must provide a computer name and domain as part of the pre-installation tasks.

What is a valid name for the server computer name?

A. Toronto2
B. 2Toronto
C. Toronto2_
D. Toronto 2

Correct Answer: A

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100093186 (p.27)

QUESTION 62
A customer has Avaya Aura® Contact Center (AACC) and Avaya Aura® Unified Communications Platform Integration.

For the Avaya Aura® Session Manager (ASM) to direct incoming voice contacts to the AACC, as part of the ASM and AACC configuration, which two items are configured in ASM? (Choose two.)

A. Enable TLS encryption for Hosts.
B. Install a Signed Certificate from a Trusted Host.
C. Add the Avaya Aura® Contact Center as a Trusted Host.
D. Add a Routing Policy for the AACC.

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63 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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
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
Section: (none)
Explanation

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

QUESTION 65
Which utility is used to status and manage the services in Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), Communication Control Toolkit (CCT), Contact Center Multimedia (CCMM), and License Manager (LM)?

A. Contact Center System Framework and Monitor Utility

B. Contact Center System Event and Monitor Utility

C. Contact Center System Control and Monitor Utility

D. Contact Center System License and Monitor Utility

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100093197

QUESTION 66
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
With the Avaya Aura® Contact Center (AACC) High Availability (HA) solution, email notifications can be sent automatically when a switchover occurs.

What information can be included? (Choose two.)

A. A description of the switchover type

B. Switchover Information about the involved servers

C. Additional information of the critical service or network failures

D. Support numbers to reach out to Avaya

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
QUESTION 68 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
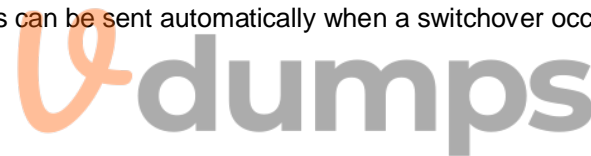
Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69 Avaya Aura® Contact Center (AACC) 7.1 supports Avaya Aura® Media Servers (AAMS) using High Availability (HA).

Which statement about AAMS licenses for an HA pair configuration is true?

A. They are not needed in the AACC 7.1 HA solution
B. Each server in an HA pair configuration requires a license
C. They are included in the AACC 7.1 HA solution
D. The license of the Primary Server is used with the Backup Server

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/101033402

QUESTION 70
When commissioning an Avaya Aura® Contact Center (AACC), you need to associate the Communication Control Toolkit (CCT) with CCMS (Contact Center Manager Server).

What steps are performed to add the CCT in Contact Center Manager Administration (CCMA), and then associate it to CCMS?

A. From CCT > Windows > Avaya > Contact Center > Server Configuration > Add Server
B. From the CCMA Launchpad > Configuration > Server menu > Add Server
C. From the CCMA Launchpad > Contact Center Management > Add Server
D. From CCMS > Avaya > Contact Center > Add Server

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/101017374 page 318

QUESTION 71 Avaya Aura® Media Server (AAMS) is used in SIP-enabled Contact Centers for media processing.

Which two configurations are possible with Avaya Aura® Contact Center (AACC) 7.1? (Choose two.)

A. AAMS installed with OVA in Virtual System
B. AAMS installed on Hyper-V cores on Physical Server
C. AAMS installed on Hyper-V cores in Virtual System
D. AAMS installed with OVA on Physical Server
Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/101059089 page 110