VCE & PDF
Pass4itSure.com

6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

Pass Avaya 6210 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.pass4itsure.com/6210.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

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

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

QUESTION 2

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

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

QUESTION 3

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

QUESTION 4

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 5

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