



6210^{Q&As}

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QUESTION 1

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

QUESTION 2

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

QUESTION 3

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

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

QUESTION 4

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

QUESTION 5

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>

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