



6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

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**QUESTION 1**

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 2

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 3

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 4

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_Admin IUSR_SWC
- D. BKup_SWC iceAdmin

Correct Answer: A

QUESTION 5

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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