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**QUESTION 1**

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

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

QUESTION 2

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

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

QUESTION 3

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



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

QUESTION 4

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 5

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

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