

6210^{Q&As}

Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

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

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

QUESTION 2

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

QUESTION 3

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



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QUESTION 4

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

QUESTION 5

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

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