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QUESTION 1

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 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

After a successful installation of Avaya Aura Contact Center, Avaya releases a patch for this particular site that is required to fix a problem reported for the CCMS. Currently, the service pack AvayaCC_CCMS_7.0.0.0.11.0021_Patch is installed under CCMS and no roll-up patches have been installed yet.

What is a valid name for the site specific patch?

A. AvayaCC_CCMS_7.0.0.0.12.0021_Patch

B. AvayaCC_CCMS_7.0.0.0.12.0031_ServicePack

C. AvayaCC_CCMS_7.0.0.0.11.0023_ ServicePack

D. AvayaCC_CCMS_7.0.0.0.11.0210_Patch

Correct Answer: D

QUESTION 4

Orchestration Designer (OD) is used to create applications with instructions that determine the sequence of steps a contact follows after the contact arrives at the Contact Center.

Which three statements regarding the Orchestration Designer tool are true? (Choose three.)

A. OD application steps can include call treatments, such as music or ringback.

B. OD allows you to view real-time statistics for each skillset.

C. OD applications can provide call routing, such as skill-based routing.

D. OD provides a graphical editor to create Contact Center Task Flow Executor (TFE) flows.

Correct Answer: BCD

Reference: https://downloads.avaya.com/css/P8/documents/101017364

QUESTION 5

In Contact Center Release 7, Contact Center Manager Administration (CCMA) stores information in a Cache Database.

Which three statements regarding the Cache database are true? (Choose three.)

A. It simplifies the overall solution as all components use a common database.

B. Avaya Aura Contact Center Release 7 updates the version of Cache 2015 to Intersystem Cache.

C. The Cache database technology supports database shadowing for fault tolerant and mission critical solutions such as AACC.

D. All data is now replicated and there is no need for a CCMA backup and restore.

Correct Answer: ACD