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**Avaya**

**6210**

*Avaya Aura Contact Center Implementation*



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**QUESTION: 58**

A customer has purchased Avaya Aura® Contact Center (AACC) with the correct licensing to provide Open Queue session licenses, and to provide agent licenses for the required multimedia contact types. Where is Open Queue initially enabled in AACC?

- A. Contact Center Manager Administration (CCMA) > Configuration, Applications > LM Service Configuration Setup tab
- B. Contact Center License Manager > Configuration > Contact Center Licensing tab
- C. CCMS > Multimedia Commissioning > Multimedia Licensing tab
- D. Ignition Wizard configuration > Licensing tab

**Answer: B**

**QUESTION: 59**

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.

**Answer: B, C, E**

**QUESTION: 60**

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. iceAdminIUSR\_SWCBkup\_SWC
- B. AAD\_UserAAAC\_Adminwebadmin
- C. AAAC\_AdminIUSR\_SWCwebadmin
- D. iceAdminIUSR\_SWCwebadmin

**Answer: C**

**QUESTION: 61**

You have created a new application (script) in Orchestration Designer (OD). Which configuration steps in OD will allow you to place a test call to the new application?

- A. Select Application Routes > CDNs > Configured Routes > Select Application > Save
- B. Select Application > Routes > Add Application > Save
- C. Select Call Router > Application Routes > CDNs > Configured Routes > Add > Select Application > Save
- D. Select CDNs > Add Application > Save

**Answer: B**

**QUESTION: 62**

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

**Answer: B**

**QUESTION: 63**

A systems engineer has just completed a database maintenance backup. The engineer would like to verify the success of the backup. In which default location should the engineer look to determine the success of the backup?

- A. C:\Contact Center\Logs\Common Components\DBMaintenance.log
- B. D:\Logs\Common Components\DBMaintenance.log
- C. D:\Avaya Aura\Contact Center\Logs\CommonComponents\CC\_DBMaintenance.log
- D. D:\Avaya\Logs\Common Components\CC\_DBMaintenance

**Answer: B**

**QUESTION: 64**

The Avaya Aura® Media Server High Availability (HA) feature ensures the uninterrupted availability of media processing and reduces the loss of processing data when an AAMS fails. Which three statements regarding the AAMS High Availability (HA) feature are true? (Choose three.)

- A. You can perform a manual failover on the Active AAMS.
- B. You cannot a manual failover on the Active AAMS.
- C. High Availability (HA) is available only if the AAMS servers are installed on the Red Hat Enterprise Linux (RHEL) operating system.
- D. One AAMS HA pair supports up to 1000 agents, without SIP Call Recording.

**Answer:** A, C, D

**QUESTION: 65**

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.

**Answer:** A, C, D



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