# Avaya ACIS 6210 Practice Questions

**Shared by Pittman on 22-10-2026**

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## Question 1

Question Type: MultipleChoice

During contact handling, agents can create a callback to a customer. Where are the Agent Desktop callback minimum and maximum timers configured?

### Options:

A- Agent Desktop Configuration, Default Closed Reasons
B- Agent Desktop Configuration, General Settings
C- Agent Desktop Configuration, Resources
D- Agent Desktop Configuration, User Settings

### Answer:

D

## Question 2

Question Type: MultipleChoice

Which Avaya Aura Contact Center component manages all media processing for the contact center including playing messages and collecting DTMF digits?

### Options:

A- Avaya Aura Media Server (AAMS)
B- Contact Center Manager Server (CCMS)
C- SIP
D- Communication Control Toolkit (CCT)

### Answer:

A

## Question 3

Question Type: MultipleChoice

The Data Import and Export tool is used to import bulk resources from the Windows network into the CCT database. Which file types are used to export resource configuration data from the Windows network for data analysis?

### Options:

A- Single standard XML file or flattened XML file
B- Single standard HTML file or flattened HTML file
C- Single standard CSV file or flattened CSV file
D- Single standard XSD file or flattened XSD file

### Answer:

A

## Question 4

Question Type: MultipleChoice

Where is the administration of outbound campaigns and management of dialing lists performed?

### Options:

A- Contact Center Multimedia Server
B- Avaya Aura Contact Center
C- Avaya Proactive Outreach Manager
D- Avaya Aura Media Server

### Answer:

B

## Question 5

Question Type: MultipleChoice

When analyzing life cycle of a Web Chat contact in Avaya Aura Contact Center:

Step 1 states the Contact Center Multimedia receives contacts from the External Web server

through the Contact Center Multimedia Web services,

Step 2 states that the Web services provide a Java API that enables contacts to be written into the Contact Center Multimedia database, retrieved from the database, and have their status queried.

What is Step 3 in the life cycle of a Web Chat contact in Avaya Aura Contact Center?

## Options:

A- Customized Web pages, displays to the customer.
B- A set of sample pages is distributed with Contact Center Multimedia to provide Java Server Pages (JSP) script examples of how a Web server can access the Web services.
C- Customized Web pages, with customized look and feel, and business logic must be created by the customer.
D- The External Web server determines the skillset and priority assigned to the contact.

## Answer:

B

# Question 6

Question Type: MultipleChoice

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.)

## Options:

A- You can perform a manual failover on the Active AAMS.
B- You cannot perform 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 7

Question Type: MultipleChoice

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? (Select three.)

### Options:

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.

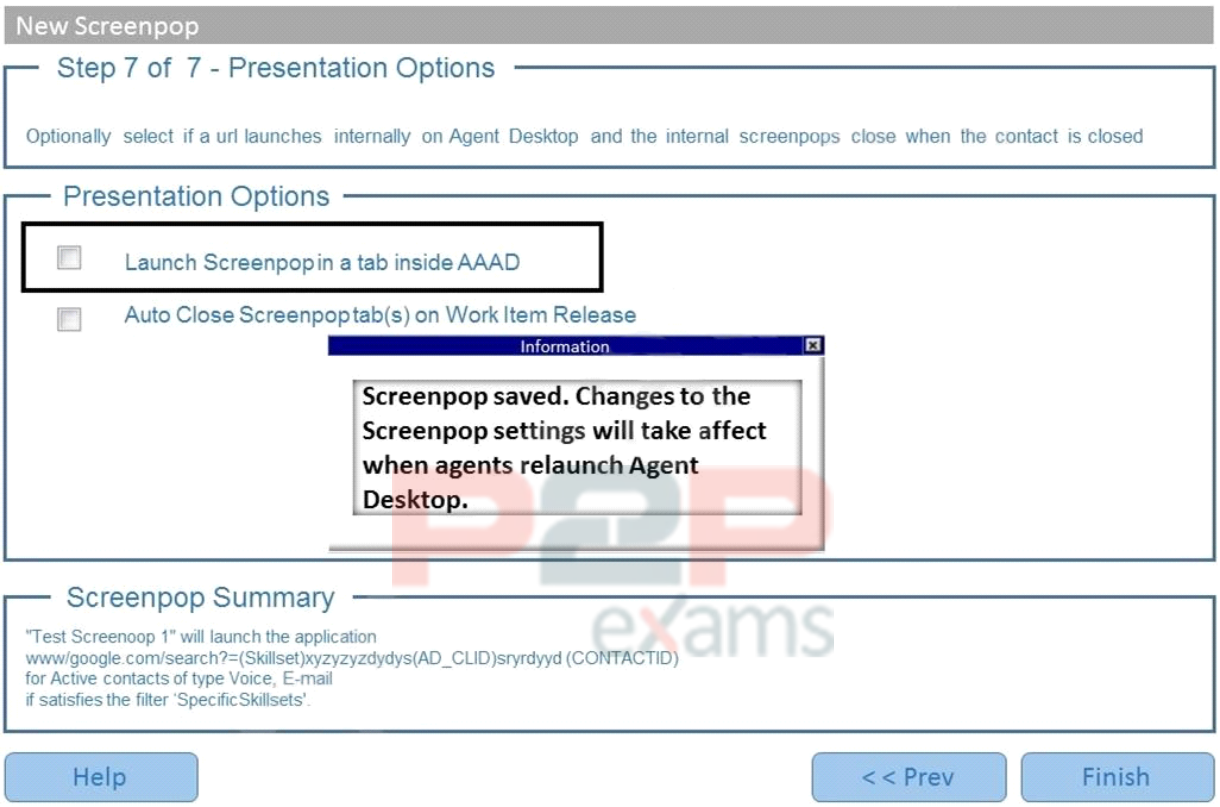
### Answer:

A, C, D

## Question 8

Question Type: MultipleChoice

Refer to the exhibit. You are creating an Advanced Screenpop in the wizard and have configured where the screenpop will launch (highlighted in the box). Where will the screenpop launch as shown in the exhibit?




## Options:

A- Launch the screenpop internally in the tab of the Agent Desktop
B- Launch the screenpop externally on the user's browser
C- Launch the screenpop externally in the agent's Conferencing software
D- Launch the screenpop internally in the initial screen of the Agent Desktop

## Answer:

A

## Question 9

Question Type: MultipleChoice

When performing a database restore, Avaya Aura Contact Center (AACC) services must be shut-down before starting the restore.

How are these services shut-down?

### Options:

A- Use the Stop Shadowing command on the SMMC System Tray to manually shut-down the services.
B- Use the System Control and Monitor utility to manually shut-down the services.
C- The database utility performs the shut-down automatically.
D- Use the Windows Services utility to manually shut-down the services.

### Answer:

B

## Question 10

Question Type: MultipleChoice

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?

### Options:

A- 8 GB
B- 4 GB
C- 1 GB
D- 2 GB

### Answer:

D

## Question 11

Question Type: MultipleChoice

Where are all agents used in the Avaya Aura Contact Center POM integration administered?

### Options:

A- Avaya IQ

B- Avaya Aura Experience Portal
C- Avaya Proactive Outreach Manager
D- Contact Center Manager Administration

## Answer:

C

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