



Free Questions for 6210 by certsdeals

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Question 1

Question Type: MultipleChoice

Which utility is used to status and manage the services in Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), Communication Control Toolkit (CCT), Contact Center Multimedia (CCMM), and License Manager (LM)?

Options:

- A- Contact Center System Framework and Monitor Utility
- B- Contact Center System Event and Monitor Utility
- C- Contact Center System Control and Monitor Utility
- D- Contact Center System License and Monitor Utility

Answer:

A

Question 2

Question Type: MultipleChoice

Avaya requires that a remote support access tool be configured on Avaya Aura Contact Center (AACC) servers to provide remote support.

Which remote access tool does Avaya recommend?

Options:

- A- Avaya Secure Access Link
- B- pcAnywhere
- C- NetMeeting
- D- AA_Rescue

Answer:

A

Question 3

Question Type: MultipleChoice

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)?

Options:

- A- Multimedia Dashboard
- B- Reference Client
- C- Server Utility
- D- Server Manager

Answer:

B

Question 4

Question Type: MultipleChoice

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.)

Options:

- 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.

Answer:

B, C

Question 5

Question Type: MultipleChoice

During the Microsoft Windows installation, you must provide a computer name and domain as part of the pre-installation tasks.

What is a valid name for the server computer name?

Options:

A- Toronto2

B- 2Toronto

C- Toronto2_

D- Toronto 2

Answer:

A

Question 6

Question Type: MultipleChoice

Which operating system is supported for Avaya Aura Contact Center Release 7 server installations?

Options:

- A- Windows Server 2008 SP7 Standard Edition or Enterprise Edition
- B- Windows Server 2012 R1 Standard Edition or Datacenter Edition
- C- Windows Server 2012 R2 Standard Edition or Datacenter Edition
- D- Windows Server 2008 SP2 Standard or Enterprise Edition

Answer:

C

Question 7

Question Type: MultipleChoice

Which two statements about the License Manager (LM) Configuration utility are true? (Choose two.)

Options:

- A- The License Manager Configuration utility can be used to download the license file from the Avaya license website.
- B- License Manager supports a WebLM License File and the Avaya WebLM Server on a virtual machine.
- C- The License Manager provides central control and administration of application licensing for all features of the Contact Center.

D- The license file on the server can be edited where License Manager is installed.

Answer:

B, C

Question 8

Question Type: MultipleChoice

When a SIP INVITE message arrives at the Contact Center Manager Server (CCMS), CCMS matches the message with one of the configured Route Points URIs.

CCMS then anchors the customer call to a port on which component?

Options:

A- Call Pilot

B- Avaya Aura Communication Manager

C- Avaya Aura Media Server

D- Avaya Aura Midsize Enterprise (ME)

Answer:

B

Question 9

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? (Choose 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 10

Question Type: MultipleChoice

For Avaya Aura Contact Center R7, which three statements regarding the Windows installation is true? (Choose three.)

Options:

- A-** Avaya Aura ContactCenter Release 7 is supported on Microsoft Windows Server 2008 R7.
- B-** Customers upgrading toAvaya Aura Contact Center Release 7.x, must migrate to a new Microsoft Windows Server 2012 R2.
- C-** Avaya Aura Contact Center Release 7 is supported on the Microsoft Windows Server 2012 R2.
- D-** AMicrosoft Windows Server 2012 R2 operating system product key is required.

Answer:

B, C, D

Question 11

Question Type: MultipleChoice

Which core Contact Center component manages functions such as the logic for call processing, call treatment, call handling, call presentation and the accumulation of data into historical and real-time databases?

Options:

- A- Contact Center Manager Administration (CCMA)
- B- Communication Control Toolkit (CCT)
- C- Contact Center Manager Server (CCMS)
- D- Contact Center Multimedia (CCMM)

Answer:

C

Question 12

Question Type: MultipleChoice

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?

Options:

- 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

Answer:

A

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