

DUMPS ARENA

Avaya Aura Contact Center Implementation Exam

Avaya 6210

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

From the High Availability (HA) utility under Configuration, which menu selection can be used to validate that the Active and Standby servers are running?

- A. Notifications
- B. CC Configuration
- C. System
- D. Server Mode

ANSWER: C**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/100172577>

QUESTION NO: 2

Which type of dialing is it when the outbound call is made automatically after presentation to the agent?

- A. Progressive dialing
- B. Predetermined dialing
- C. Predictive dialing
- D. Preview dialing

ANSWER: C**QUESTION NO: 3**

To ensure resiliency, you have been asked to add an additional license manager to the network.

Which licensing type supports an additional license manager?

- A. Nodal Enterprise, when a standby license manager is configured.
- B. Remote Enterprise, when a standby license manager is configured.
- C. Network Enterprise, where you can configure a primary and a secondary License Manager.
- D. Corporate Enterprise, where you can configure a primary and a secondary License Manager.

ANSWER: D

QUESTION NO: 4

Avaya Aura® Contact Center (AACC) supports VMware® vSphere. VMware® vSphere allows multiple copies of the same operating system or several different operating systems to run as virtual machines on a large x86-based host hardware server.

Which three statements regarding the AACC server types supported on an AML-based Avaya CS1000 when installed on a VMware® virtual machine are true? (Choose three.)

- A. Voice and Multimedia Contact Server with Avaya Aura® Media Server
- B. Multimedia Contact Server Only
- C. Voice and Multimedia Contact Server without Avaya Aura® Media Server
- D. Voice Contact Server Only

ANSWER: A C D

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101017728>

QUESTION NO: 5

You are installing Avaya Agent Desktop (AAD) on an agent PC.

Which three Microsoft software components must be installed? (Choose three.)

- A. Microsoft Visual C++ 2005 SP1 Redistributable Package (x86)
- B. Microsoft WinPcap
- C. Microsoft .NET Framework 4.5.2
- D. Microsoft Internet Explorer 10.0 (32-bit) or 11.0 (32-bit)
- E. Microsoft Silverlight

ANSWER: A C D

QUESTION NO: 6

Avaya Aura® Media Server (AAMS) is used in SIP-enabled Contact Centers for media processing.

Which two configurations are possible with Avaya Aura® Contact Center (AACC) 7.1? (Choose two.)

- A. AAMS installed with OVA in Virtual System
- B. AAMS installed on Hyper-V cores on Physical Server
- C. AAMS installed on Hyper-V cores in Virtual System
- D. AAMS installed with OVA on Physical Server

ANSWER: A C

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> page 110

QUESTION NO: 7

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

- A. Avaya Aura® Contact Center Release 7 is supported on Microsoft Windows Server 2008 R7.
- B. Customers upgrading to Avaya 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 operating system.
- D. A Microsoft Windows Server 2012 R2 operating system product key is required.

ANSWER: B C D

Explanation:

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

QUESTION NO: 8

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

- 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**Explanation:**Reference: <https://downloads.avaya.com/css/P8/documents/101017335>**QUESTION NO: 9**

During the Avaya Aura® Contact Center (AACC) software installations, which tool launches once the UniversalInstaller configuration is successfully completed?

- A. Avaya Aura® Contact Center Configuration Wizard
- B. Avaya Aura® Contact Center Startup Wizard
- C. Avaya Aura® Contact Center Installation Wizard
- D. Avaya Aura® Contact Center Ignition Wizard

ANSWER: D**QUESTION NO: 10**

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?

- 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