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Question 1

Question Type: MultipleChoice

Contact Center License Manager provides central control and administration of licensing for Avaya Aura Contact Center (AACC). Before installing the AACC software, you must choose a license type and a licensing mechanism. The licensing options available to you depend on your Contact Center solution type (AML-based or SIP-enabled), and on the ordering process you use.

Which three license types does Contact Center License Manager support? (Choose three.)

Options:

- A- Nodal Network Control Center
- B- Campus Network Control Center
- C- Corporate Enterprise
- D- Nodal Enterprise

Answer:

A, C, D

Question 2

Question Type: MultipleChoice

A customer supplies a server that fully meets the Platform Vendor Independent (PVI) mid-range specifications for an Aura SIP -- Voice and Multimedia Contact Server without Avaya Aura Media Server (AAMS) server type.

What is the maximum number of logged in agents supported for this server type?

Options:

A- 500 Agents

B- 300 Agents

C- 100 Agents

D- 200 Agents

Answer:

B

Question 3

Question Type: MultipleChoice

A customer has purchased the Agent Greeting feature to provide individual pre-recorded greeting playback capabilities.

Where is the license for Agent Greeting enabled in Avaya Aura Contact Center (AACC)?

Options:

- A- From the server, navigate to the Server Configuration > Licensing tab
- B- From the server, locate Multimedia Commissioning > Multimedia Licensing tab
- C- From Contact Center Manager Administration (CCMA) > Configuration > Applications > LM Service Configuration Setup tab
- D- From the Contact Center License Manager > Configuration > Contact Center Licensing tab

Answer:

C

Question 4

Question Type: MultipleChoice

Which three statements about Avaya Aura Contact Center (AACC) Licensing are true? (Choose three.)

Options:

- 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 5

Question Type: MultipleChoice

Avaya Aura Application Enablement Services (AES) is a set of enhanced telephony APIs, protocols, and Web services available to developers. The interface between the Avaya Aura Contact Center (AACC) and AES is Mutual TLS.

Which three statements regarding the AES and AACC are true? (Choose three.)

Options:

- A-** If you are using Web Services security on Contact Center, you cannot use the default certificates and must use the certificates in the Contact Center Certificate Store.
- B-** AES 7.0 includes the default Contact Center root certificate.
- C-** The Contact Center CTI Proxy points to the AES IP Address, port 4723, Transport TLS.
- D-** AES 7.0 does not include the default Contact Center root certificate. To use the default root certificate with AES 7.0, you must import it into AES.

Answer:

A, B, C

Question 6

Question Type: MultipleChoice

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.)

Options:

- 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

Question 7

Question Type: MultipleChoice

By which method can you verify the status of the Data Execution Prevention (DEP)? (Choose two.)

Options:

- A- Windows > Control Panel > System and Security > System > Advanced System Settings > Settings > Data Execution Prevention
- B- Windows > Services > Advanced System Settings > Settings > Data Execution Prevention
- C- My computer > properties > advanced system settings > advanced > environment variables > Data Execution Prevention
- D- Control Panel > Network and Internet > Internet Options, and then turn on DEP for essential Windows programs and services only

Answer:

A, B

Question 8

Question Type: MultipleChoice

Which three Operating Systems are supported for an Avaya Agent Desktop (AAD) client installation?

Options:

- A- Microsoft Windows 8.1 (32-bit and 64-bit)

B- Microsoft Windows 7 (32-bit and 64-bit)

C- Windows XP Professional SP2 or later

D- Microsoft Windows 10 (32-bit and 64-bit)

Answer:

A, B, C

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