# Question 1

You will need to configure Internet Explorer (IE) options to access Avaya Aura Contact Center (AACC) components such as Contact Center Manager Administration (CCMA).

Which three statements regarding the configuration of Internet Explorer are true? (Choose three.)

## Options:

**A-** CCMA supports the 32-bit and 64-bit versions of Microsoft Internet Explorer.

**B-** You must run Internet Explorer in compatibility mode for CCMA and Communication Control Toolkit (CCT).

**C-** CCMA supports only the 32-bit version of Microsoft Internet Explorer.

**D-** Install Microsoft Internet Explorer 10.0 or 11.0.

## Answer:

A, B, D

# Question 2

You are preparing for the first backup Avaya Aura Contact Center.

Which step is required in the Contact Center Database Maintenance utility to prepare for the backup?

## Options:

**A-** On the Backup Locations tab, select the Tape Drive.

**B-** On the Backup Locations tab, select the Drive, enter the UNC Path, username and password.

**C-** On the Backup Locations tab, select the Applications.

**D-** Shut down all services.

## Answer:

B

# Question 3

**Question Type:** **MultipleChoice**

You can install the Contact Center Server Utility on a standalone computer, or it can co-reside with the Contact Center Manager Server (CCMS).

Which operation on the server can the Server Utility perform?

## Options:

**A-** Modify real-Time Display interface parameters

**B-** View Alarms and Events

**C-** Perform database restores

**D-** Administer licensing

## Answer:

B

# Question 4

**Question Type: MultipleChoice**

You are preparing to activate the Agent Desktop Displays (ADD) tool in the call center.

Which protocol is a prerequisite for ADD in the Avaya Aura Contact Center (AACC) environment?

## Options:

**A-** Multicast or unicast communication from the CCMS to Contact Center Manager Administration (CCMA)

**B-** Unicast communication from the CCMS to the client PCs

**C-** Multicast from Contact Center Manager Administration (CCMA)

**D-** RSM Compression (Real-Time Statistical Multicast) option that is enabled from the Contact Center Manager Server (CCMS)

## Answer:

D

# Question 5

**Question Type:** **MultipleChoice**

You are configuring the Windows Operating System for an Avaya Aura Contact Center (AACC) installation.

Which setting will you select for Data Execution Prevention (DEP)?

**A-** Turn off DEP for all programs and services.

**B-** Turn on DEP for essential Windows programs and services only.

**C-** Turn on DEP for all programs and services except for those specifically selected.

**D-** Turn on DEP for all AACC programs and services.

**Answer:**

B

# Question 6

**Question Type: MultipleChoice**

Avaya Aura Contact Center (AACC) Release 7 supports only the Avaya Aura Media Server (AAMS), formerly called Avaya Media Server.

Which three statements regarding 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 requires a license for each AAMS instance in the solution.

**C-** An Avaya Aura Media Server High Availability pair of server requires two instance licenses.

**D-** A standalone Avaya Aura Media Server is supported on the Windows Server operating system.

## Answer:

A, B, C

# Question 7

**Question Type:** **MultipleChoice**

Avaya Aura Contact Center (AACC) uses Avaya Aura Media Server (AAMS) media processing capabilities.

When adding the AAMS in Contact Center Manager Administration (CCMA), which three statements regarding the Master Content Store are true? (Choose three.)

## Options:

**A-** If the AAMS server does not contain existing contact center media, CCMA uploads base media to it.

**B-** Select the Master Content Store check box for only one media server.

**C-** Select the Master Content Store check box for the AAMS server that manages media and prompts.

**D-** Select the Master Content Store check box for each media server.

## Answer:

A, B, C

# Question 8

**Question Type:** **MultipleChoice**

In Contact Center Release 7, Contact Center Manager Administration (CCMA) stores information in a Cache Database.

Which three statements regarding the Cache database are true? (Choose three.)

## Options:

**A-** It simplifies the overall solution as all components use a common database.

**B-** Avaya Aura Contact Center Release 7 updates the version of Cache 2015 to Intersystem Cache.

**C-** The Cache database technology supports database shadowing for fault tolerant and mission critical solutions such as AACC.

**D-** All data is now replicated and there is no need for a CCMA backup and restore.

## Answer:

A, C, D

# Question 9

**Question Type: MultipleChoice**

In Orchestration Designer (OD) from the Application menu, double-clicking on Master Script launches the Contact Router. The Contact Router is the first and only entry point of all contacts into applications (scripts/flows) that reside on the Contact Center system.

The Contact Router list contains which three items that need access to scripting? (Choose three.)

## Options:

**A-** CLIDs

**B-** CDRs

**C-** DNISs

**D-** CDNs

**Answer:**

A, C, D

# Question 10

**Question Type:** **MultipleChoice**

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?

**Options:**

**A-** iceAdminIUSR_SWCBkup_SWC

**B-** AAD_UserAACC_Adminwebadmin

**C-** AAAC_AdminIUSR_SWCwebadmin

**D-** iceAdminIUSR_SWCwebadmin

**Answer:**

C