Free Questions for 6210

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Question 1

Orchestration Designer (OD) is used to create applications with instructions that determine the sequence of steps a contact follows after the contact arrives at the Contact Center.

Which three statements regarding the Orchestration Designer tool are true? (Choose three.)

Options:

A- OD application steps can include call treatments, such as music or ringback.

B- OD allows you to view real-time statistics for each skillset.

C- OD applications can provide call routing, such as skill-based routing.

D- OD provides a graphical editor to create Contact Center Task Flow Executor (TFE) flows.

Answer:

B, C, D

Question 2

You are preparing the Windows server for the installation of Avaya Aura Contact Center (AACC). As AACC does not support Remote Access Services (RAS), it must be disabled before installing AACC.

What is the correct procedure to disable Remote Access Services?

Options:

A- Disable RAS using the Avaya Aura Contact Center Roles and Features Installer

B- Disable RAS in Administrative Tools > Computer Management

C- RAS is disabled automatically by the AACC R7 installation DVD

D- Disable RAS in Administrative Tools > Remote access connection Manager

Answer:

D

Question 3

Which two statements about scheduled backups are true? (Choose two.)

Question 4

Question Type: **MultipleChoice**

In a customer's Local Area Network, some segments in the network do not allow multicast for transmitting data.

When configuring the Contact Center Manager Administration (CCMA) using the RTR (Real-Time Reporting) Registry Settings, how can network bandwidth usage be limited?

Options:

A- In the Minimum Unicast Sessions box, type the minimum number of simultaneous unicast sessions that the server is directed to allow.

B- In the Maximum Unicast Sessions box, type the maximum number of simultaneous unicast sessions that the server is directed to allow.

C- In the Output Rate box, type the minimum number of simultaneous outputs that the server is directed to allow.

D- In the Output Rate box, type the maximum number of simultaneous outputs that the server is directed to allow.

Answer:

B

Question 5

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 6

Question Type: **MultipleChoice**

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

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

Options:

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)

Answer:

A, C, D

Question 7

Question Type: MultipleChoice

While configuring an agent in Contact Center Manager Administration (CCMA), what does associating the domain user account provide the user?

Options:

A- The ability to use Hot Desking feature.

B- The ability to access files on their network.

C- The ability to map the user to a Windows account.

D- The ability to provide voice, e-mail and chat functionality to a single application.

Answer:

D

Question 8

Which features should be enabled in the Windows Server operating system before you install Avaya Aura Contact Center?

Options:

A- IIS and XPS Viewer to view reports on the server.

B- Storage Manager for SAN's for managing the remote backups and IIS

C- TFTP Client to Backup of the CCMA configuration files to remote TFTP Server and XPS Viewer to view reports on the server.

D- Remote Desktop Connection and Windows Server Backup for running CCMA Server backups.

Answer:

D

Question 9

Question Type: MultipleChoice

You are deploying Avaya Agent Desktop (AAD) for the first time in a SIP-enabled contact center.

Which configuration step should be performed in Contact Center Management Administration (CCMA) for agents to use AAD?

Options:

A- Assign an AAD login ID and password to each agent.

B- Enable Agent Desktop integration in each agent's Call Presentation Class.

C- Associate a domain user account with each agent.

D- Acquire each agent's telephone.

Answer:

C

Question 10

Question Type: MultipleChoice

When setting up scheduled backups to a network location, which two steps are required? (Choose two.)

Options:

A- Create a shared directory on a networked logical drive to store the database backup.

B- Shutdown the Avaya Aura Contact Center (AACC) server.

C- Navigate to Windows > Apps > Database Maintenance utility > Scheduled Backup

D- Navigate to CCMA > Launchpad > Contact Center Management > Scheduled Backup

Answer:

A, C

Question 11

In a Mission Critical AACC High Availability (HA) campus solution, there are two types of switchovers, managed and unmanaged. A managed switchover is one initiated by the administrator or caused by a failure of a monitored Contact Center Manager Server (CCMS) or Communication Control Toolkit (CCT) component. An unmanaged switchover results from a hardware, network, database or power failure.

Which three conditions must be satisfied before a switch over can occur? (Choose three.)

Options:

A- The active server database and standby server database are synchronized, and the standby server database is shadowing the active server database.

B- On the active server, all critical CCMS and CCT services are monitored and running.

C- The active and standby servers are in a running state.

D- The active and standby servers have switchover enabled.

Answer:

B, C, D