



# 6210<sup>Q&As</sup>

Avaya Aura ContactCenter Implementation Exam

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### QUESTION 1

You have been asked to install an Avaya Aura Contact Center High Availability (HA) solution for a customer who already has an existing AACC solution. You have installed the Standby server and entered all of the IP Address information in the HA configuration tool on the existing Primary AACC server.

What is the next required step?

- A. Install the Replication Server for database replication.
- B. Run the High Availability tool on the Standby Server.
- C. Perform a backup on the Primary server and execute a restore of the backup on the Standby server.
- D. Reboot the Primary and Secondary Server so that they will synchronize.

Correct Answer: C

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### QUESTION 2

When configuring servers for an Avaya Aura Contact Center (AACC) High Availability (HA) implementation, if you are using the Hosts files to resolve Managed names to Managed IP Addresses, ensure that you add the Managed Names and Managed IP Addresses to the Hosts file.

Which DNS entries must be made for the HA servers?

- A. One Dynamic DNS entry for the Active server One Dynamic DNS entry for the Standby server One Dynamic DNS entry for the Managed name and associated IP address
- B. Static DNS entry for the Active server
- C. One DNS static entry for the Active server One DNS static entry for the Standby server One DNS static entry for the Managed name and associated IP address
- D. One static entry for the Active server One static entry for the Standby server

Correct Answer: D

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### QUESTION 3

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

- A. Contact Center stores up to seven backup files at each server location.
- B. You can use this utility to back up operating system files.
- C. The backup location must be a tape or optical drive.



D. You can schedule single or multiple backup tasks on a daily, weekly, or monthly basis.

Correct Answer: AD

Reference: <https://downloads.avaya.com/css/P8/documents/100141967> (17)

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#### QUESTION 4

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?

- 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

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/100141959> (32)

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#### QUESTION 5

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

- 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)
- E. Agent Desktop Release 7.0 (32-bit and 64-bit)

Correct Answer: ABC

Reference: <https://downloads.avaya.com/css/P8/documents/100178582> (p.12)

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