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Avaya Aura ContactCenter Implementation Exam

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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.)

- 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.

Correct Answer: ABD

QUESTION 2

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

Correct Answer: C

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

QUESTION 3

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.)

- 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.



Correct Answer: ABC

QUESTION 4

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?

- A. Modify real-Time Display interface parameters
- B. View Alarms and Events
- C. Perform database restores
- D. Administer licensing

Correct Answer: B

QUESTION 5

After completing the Avaya Aura Contact Center installation, you want to display the installation log.

What is the path to the log?

- A. D:\Avaya\Logs\Sysops
- B. C:\Logs\Sysops
- C. D:\Avaya\Logs\PVI
- D. C:\Avaya\Logs\Sysops

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/100093298> (p.26)

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