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Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

Which core Contact Center component manages functions such as the logic for call processing, call treatment, call handling, call presentation and the accumulation of data into historical and real-time databases?

- A. Contact Center Manager Administration (CCMA)
- B. Communication Control Toolkit (CCT)
- C. Contact Center Manager Server (CCMS)
- D. Contact Center Multimedia (CCMM)

Correct Answer: C

Reference: ftp://ftp.landata.ru/support/Docs/Contact%20Center/AACC/AACC_Fundamentas_NN4440011002.pdf (59)

QUESTION 2

For Avaya Aura Contact Center (AACC) R7.1.0.0, which two statements about the Windows installation are true? (Choose two.)

- A. Avaya Aura Contact Center is supported on Microsoft Windows Server 2008 R2
- B. Upgrades from 7.1.0.0 or later will be supported on Windows Server 2016
- C. A Microsoft Windows Server 2012 R2 or 2016 operating system product key is required
- D. Avaya Aura Contact Center is only supported on the Microsoft Windows Server 2012 R2 operating system

Correct Answer: BC

QUESTION 3

You have increased the multicast time to live value on the Contact Center Manager Server (CCMS). After changing the value, which CCMS service must be restarted so that the new value can take effect?

- A. CCMS SDP_Service, the Statistical Data Propagator Service
- B. CCMS RSM_Service, the Real-Time Statistical Manager Service
- C. CCMS RDC_Service, the Real-Time Data Calculator Service
- D. CCMS IS_Service, the Intrinsic Service

Correct Answer: A

**QUESTION 4**

After a successful installation of Avaya Aura Contact Center, Avaya releases a patch for this particular site that is required to fix a problem reported for the CCMS. Currently, the service pack AvayaCC_CCMS_7.0.0.0.11.0021_Patch is installed under CCMS and no roll-up patches have been installed yet.

What is a valid name for the site specific patch?

- A. AvayaCC_CCMS_7.0.0.0.12.0021_Patch
- B. AvayaCC_CCMS_7.0.0.0.12.0031_ServicePack
- C. AvayaCC_CCMS_7.0.0.0.11.0023_ServicePack
- D. AvayaCC_CCMS_7.0.0.0.11.0210_Patch

Correct Answer: D

QUESTION 5

For Avaya Aura Contact Center (AACC) High Availability (HA), you must backup the active server database, restore it onto the standby server and enable shadowing.

Database shadowing does not work if the difference in time between the active and the standby server database is greater than how many hours?

- A. 72 Hours
- B. 48 Hours
- C. 24 Hours
- D. 12 Hours

Correct Answer: C

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