



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

Avaya Aura ContactCenter Implementation Exam

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### QUESTION 1

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

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### QUESTION 2

A customer has installed Avaya Aura Contact Center (AACC) on a Platform Vendor Independent (PVI) server. They want to receive real-time data on their client computer via Unicast stream.

Where do you set the transmission mode for the site to Unicast?

- A. From the CCMS > RSM IP Address window
- B. From Windows > Apps > Manager Administration Configuration > Console Root > Avaya > Applications > CCMA Settings
- C. From Windows > Apps > Manager Administration Configuration > Console Root > Avaya > Applications > Real-Time Reporting > RTR Registry Settings
- D. From the CCMS > RSMConfig

Correct Answer: A

Reference <http://downloads.avaya.com/css/P8/documents/100178738>

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### QUESTION 3

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 4

Avaya Aura Contact Center (AACC) 7.1 supports Avaya Aura Media Servers (AAMS) using High Availability (HA).

Which statement about AAMS licenses for an HA pair configuration is true?

A. They are not needed in the AACC 7.1 HA solution

B. Each server in an HA pair configuration requires a license

C. They are included in the AACC 7.1 HA solution

D. The license of the Primary Server is used with the Backup Server

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/101033402>

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#### QUESTION 5

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.

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/100178594> (p.40)

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