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Avaya Aura ContactCenter Implementation Exam

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QUESTION 1

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)

QUESTION 2

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 3

Which tool is used to verify the Communication Control Toolkit (CCT) configuration and to ensure that all resources are available and accessible to route contacts for the Contact Center Manager Server (CCMS)?

- A. Multimedia Dashboard
- B. Reference Client
- C. Server Utility
- D. Server Manager

Correct Answer: B



QUESTION 4

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

- 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. Simple Network Management Protocol and Windows Server Backup for monitoring and controlling of Network elements and Server backups.

Correct Answer: D

QUESTION 5

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

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