



6210^{Q&As}

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QUESTION 1

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)

QUESTION 2

When setting up scheduled backups to a network location, which two steps are required? (Choose two.)

- A. Create a shared directory on a networked logical drive to store the database backup.
- B. Shutdown the Avaya Aura Contact Center (AACC) server.
- C. Navigate to Windows > Apps > Database Maintenance utility > Scheduled Backup
- D. Navigate to CCMA > Launchpad > Contact Center Management > Scheduled Backup

Correct Answer: AC

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

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

While configuring an agent in Contact Center Manager Administration (CCMA), what does associating the domain user account provide the user?

- A. The ability to use Hot Desking feature.
- B. The ability to access files on their network.
- C. The ability to map the user to a Windows account.
- D. The ability to provide voice, e-mail and chat functionality to a single application.

Correct Answer: D

QUESTION 5

A customer supplies a server that fully meets the Platform Vendor Independent (PVI) mid-range specifications for an Aura SIP ?Voice and Multimedia Contact Server without Avaya Aura Media Server (AAMS) server type.

What is the maximum number of logged in agents supported for this server type?

- A. 500 Agents
- B. 300 Agents
- C. 100 Agents
- D. 200 Agents

Correct Answer: B

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