



Avaya Aura ContactCenter Implementation Exam

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## **QUESTION 1**

Which utility is used to status and manage the services in Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), Communication Control Toolkit (CCT), Contact Center Multimedia (CCMM), and License Manager (LM)?

- A. Contact Center System Framework and Monitor Utility
- B. Contact Center System Event and Monitor Utility
- C. Contact Center System Control and Monitor Utility
- D. Contact Center System License and Monitor Utility

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/100093197

## **QUESTION 2**

Which two statements about scheduled backups are true? (Choose two.)

- A. Contact Center stores up to seven backup files at each server location.
- B. You can use this utility to back up operating system files.
- C. The backup location must be a tape or optical drive.
- D. You can schedule single or multiple backup tasks on a daily, weekly, or monthly basis.

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

#### **QUESTION 3**

A customer has purchased Avaya Aura Contact Center (AACC) with the correct licensing to provide Open Queue session licenses, and to provide agent licenses for the required multimedia contact types.

Where is Open Queue initially enabled in AACC?

- A. Contact Center Manager Administration (CCMA) > Configuration, Applications > LM Service Configuration Setup tab
- B. Contact Center License Manager > Configuration > Contact Center Licensing tab
- C. CCMS > Multimedia Commissioning > Multimedia Licensing tab
- D. Ignition Wizard configuration > Licensing tab

Correct Answer: B

Correct Answer: AD



# **QUESTION 4**

Avaya Aura Contact Center (AACC) supports VMware vSphere. VMware vSphere allows multiple copies of the same operating system or several different operating systems to run as virtual machines on a large x86-based host hardware server.

Which three statements regarding the AACC server types supported on an AML-based Avaya CS1000 when installed on a VMware virtual machine are true? (Choose three.)

- A. Voice and Multimedia Contact Server with Avaya Aura Media Server
- B. Multimedia Contact Server Only
- C. Voice and Multimedia Contact Server without Avaya Aura Media Server
- D. Voice Contact Server Only

Correct Answer: ACD

Reference: https://downloads.avaya.com/css/P8/documents/101017728

#### **QUESTION 5**

You have been asked to install an Avaya Aura Contact Center High Availability (HA) solution for a customer who already has an existing AACC solution. You have installed the Standby server and entered all of the IP Address information in the HA configuration tool on the existing Primary AACC server.

What is the next required step?

- A. Install the Replication Server for database replication.
- B. Run the High Availability tool on the Standby Server.
- C. Perform a backup on the Primary server and execute a restore of the backup on the Standby server.
- D. Reboot the Primary and Secondary Server so that they will synchronize.

Correct Answer: C

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