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**Vendor:**Avaya

**Exam Code:**6210

**Exam Name:**Avaya Aura ContactCenter  
Implementation Exam

**Version:**Demo

### QUESTION 1

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>

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### QUESTION 2

With the Avaya Aura Contact Center (AACC) High Availability (HA) solution, email notifications can be sent automatically when a switchover occurs.

What information can be included? (Choose two.)

- A. A description of the switchover type
- B. Switchover Information about the involved servers
- C. Additional information of the critical service or network failures
- D. Support numbers to reach out to Avaya

Correct Answer: BC

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### QUESTION 3

Which three Mission Critical High Availability (HA) solutions does Contact Center Release 7 support? (Choose three.)

- A. Mission Critical HA with or without Avaya Aura platform resiliency
- B. Mission Critical HA with Midsize Enterprise (ME)
- C. Mission Critical HA with Avaya Aura Unified Communications Virtualized Environment
- D. Mission Critical HA with Midsize Business Template

Correct Answer: BCD

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**QUESTION 4**

From the High Availability (HA) utility under Configuration, which menu selection can be used to validate that the Active and Standby servers are running?

- A. Notifications
- B. CC Configuration
- C. System
- D. Server Mode

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/100172577>

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**QUESTION 5**

Avaya Aura Media Server (AAMS) is used in SIP-enabled Contact Centers for media processing.

Which two configurations are possible with Avaya Aura Contact Center (AACC) 7.1? (Choose two.)

- A. AAMS installed with OVA in Virtual System
- B. AAMS installed on Hyper-V cores on Physical Server
- C. AAMS installed on Hyper-V cores in Virtual System
- D. AAMS installed with OVA on Physical Server

Correct Answer: AC

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> page 110

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**QUESTION 6**

During the Microsoft Windows installation, you must provide a computer name and domain as part of the pre-installation tasks.

What is a valid name for the server computer name?

- A. Toronto2
- B. 2Toronto
- C. Toronto2\_
- D. Toronto 2

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/100093186> (p.27)

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### QUESTION 7

You are configuring the Real-Time Statistics Multicast (RSM) settings on a newly installed Avaya Aura Contact Center (AACC).

Which address is within the acceptable range for use as an IP Multicast address on Contact Center Manager Server (CCMS)?

- A. 223.0.0.255
- B. 225.0.1.254
- C. 242.0.1.0
- D. 240.255.255.254

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/100093187> (42)

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### QUESTION 8

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 9

You are preparing to install an Avaya Aura Contact Center R7 (AACC) on a server that has been supplied by the customer. You need to verify that the server meets the requirements to run AACC.

In which Avaya support document will you find the server requirements?

- A. Avaya Aura Contact Center Overview and Specifications

- B. Avaya Aura Contact Center and Avaya Aura Unified Communications Platform Integration
- C. Avaya Aura Contact Center Administration
- D. Avaya Aura Contact Center Commissioning for Avaya Aura Unified Communications

Correct Answer: A

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#### **QUESTION 10**

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 11**

In Orchestration Designer (OD) from the Application menu, double-clicking on Master Script launches the Contact Router. The Contact Router is the first and only entry point of all contacts into applications (scripts/ flows) that reside on the Contact Center system.

The Contact Router list contains which three items that need access to scripting? (Choose three.)

- A. CLIDs
- B. CDRs
- C. DNISs
- D. CDNs

Correct Answer: ACD

Reference: <https://downloads.avaya.com/css/P8/documents/100093302>

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#### **QUESTION 12**

You are preparing to activate the Agent Desktop Displays (ADD) tool in the call center.

Which protocol is a prerequisite for ADD in the Avaya Aura Contact Center (AACC) environment?

- A. Multicast or unicast communication from the CCMS to Contact Center Manager Administration (CCMA)
- B. Unicast communication from the CCMS to the client PCs
- C. Multicast from Contact Center Manager Administration (CCMA)
- D. RSM Compression (Real-Time Statistical Multicast) option that is enabled from the Contact Center Manager Server (CCMS)

Correct Answer: D