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NEW QUESTION: 1

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.

Answer: (SHOW ANSWER)

Explanation/Reference:

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

NEW QUESTION: 2

You are installing a SIP-based Avaya Aura Contact Center (AACC) with Avaya Aura Media Server (AAMS).

Which three functions/features are gained by implementing the AAMS? (Choose three.)

- A. text to speech engine
- B. recorded announcements
- C. skillset based routing
- D. anchoring of calls
- E. music on hold

Answer: (SHOW ANSWER)

NEW QUESTION: 3

You have created a new application (script) in Orchestration Designer (OD).

Which configuration steps in OD will allow you to place a test call to the new application?

- A. Select Application > Routes > Add Application > Save

B. Select Call Router > Application Routes> CDNs > Configured Routes > Add > Select Application > Save

C. Select CDNs > Add Application > Save

D. Select Application Routes > CDNs > Configured Routes > Select Application > Save

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

Which two statements about the License Manager (LM) Configuration utility are true?
(Choose two.)

A. The License Manager Configuration utility can be used to download the license file from the Avaya license website.

B. License Manager supports a WebLM License File and the Avaya WebLM Server on a virtual machine.

C. The License Manager provides central control and administration of application licensing for all features of the Contact Center.

D. The license file on the server can be edited where License Manager is installed.

Answer: **B,C** ([LEAVE A REPLY](#))

Explanation/Reference:

Reference: <https://downloads.avaya.com/css/P8/documents/101017335>

NEW QUESTION: 5

A customer has Avaya Aura® Contact Center (AACC) and Avaya Aura® Unified Communications Platform Integration.

For the Avaya Aura® Session Manager (ASM) to direct incoming voice contacts to the AACC, as part of the ASM and AACC configuration, which two items are configured in ASM? (Choose two.)

A. Add a Routing Policy for the AACC.

B. Add the Avaya Aura® Contact Center as a Trusted Host.

C. Enable TLS encryption for Hosts.

D. Install a Signed Certificate from a Trusted Host.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

You have been asked to generate outbound and multimedia reports based on data stored within the Contact Center Multimedia (CCMM) database. You must also access multimedia data sources through the Report Creation Wizard for reporting customization. The CCMM server has been added through the Contact Center Manager Administration (CCMA).

Which additional step is required to complete this task?

A. Assign the CCT server as a reporting server for the CCMS.

B. Add the Communication Control Toolkit (CCT) server through the CCMA.

C. Add the Microsoft Exchange server through the CCMA.

D. Assign the CCMM server as a reporting server for the Contact Center Manager Server (CCMS).

Answer: D (LEAVE A REPLY)

NEW QUESTION: 7

You are preparing for the first backup Avaya Aura Contact Center.

Which step is required in the Contact Center Database Maintenance utility to prepare for the backup?

A. On the Backup Locations tab, select the Drive, enter the UNC Path, username and password.

B. On the Backup Locations tab, select the Applications.

C. On the Backup Locations tab, select the Tape Drive.

D. Shut down all services.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 8

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

A. The ability to provide voice, e-mail and chat functionality to a single application.

B. The ability to use Hot Desking feature.

C. The ability to access files on their network.

D. The ability to map the user to a Windows account.

Answer: (SHOW ANSWER)

NEW QUESTION: 9

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

Answer: (SHOW ANSWER)

Explanation/Reference:

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

NEW QUESTION: 10

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. Contact Center Multimedia (CCMM)
- C. Communication Control Toolkit (CCT)
- D. Contact Center Manager Server (CCMS)

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 11

Which statement about the web-based Contact Center Multimedia (CCMM) Multimedia Administration client is true?

- A. It allows an SDK for developers to design custom Computer Telephony Integration (CTI) applications.
- B. It helps with implementing CTI for installed and browser-based client integrations.
- C. It provides administrative and management capabilities for CCMM resources.
- D. It is used to administer Avaya Aura Agent Desktop (AAAD) and to monitor Agent performance using a browser-based interface.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 12

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 13

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

- A. Remote Desktop Connection and Windows Server Backup for running CCMA Server backups.
- B. TFTP Client to Backup of the CCMA configuration files to remote TFTP Server and XPS Viewer to view reports on the server.
- C. IIS and XPS Viewer to view reports on the server.
- D. Storage Manager for SAN's for managing the remote backups and IIS

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

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

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 15

You need to install Avaya Agent Desktop (AAD) on an Agent's desktop computer. Which URL location will you enter to access the AAD Web page to start the AAD installation?

- A. Error! Hyperlink reference not valid. where <servername> is the server name or IP Address of the Contact Center Multimedia (CCMM) Server
- B. Error! Hyperlink reference not valid. where <servername> is the server name or IP Address of the Contact Center Manager Server (CCMS)
- C. <https://support.avaya.com> web site
- D. Error! Hyperlink reference not valid. where <servername> is the server name or IP Address of the Avaya Aura Application Enablement Server

Answer: C (LEAVE A REPLY)

NEW QUESTION: 16

You are preparing to install the Agent Desktop Displays (ADD) tool on agent client computers supplied by the customer, and you need to verify that the computers meet the minimum required specifications.

What is the minimum required amount of RAM needed for the client computers?

- A. 4 GB
- B. 8 GB
- C. 2 GB
- D. 1 GB

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 17

The Avaya Aura Media Server High Availability (HA) feature ensures the uninterrupted availability of media processing and reduces the loss of processing data when an AAMS fails.

Which three statements regarding the AAMS High Availability (HA) feature are true? (Choose three.)

- A. High Availability (HA) is available only if the AAMS servers are installed on the Red Hat Enterprise Linux (RHEL) operating system.
- B. One AAMS HA pair supports up to 1000 agents, without SIP Call Recording.
- C. You can perform a manual failover on the Active AAMS.
- D. You cannot perform a manual failover on the Active AAMS.

Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 18

Avaya Aura Contact Center (AACC) uses Avaya Aura Media Server (AAMS) media processing capabilities.

When adding the AAMS in Contact Center Manager Administration (CCMA), which three statements regarding the Master Content Store are true? (Choose three.)

- A. Select the Master Content Store check box for only one media server.
- B. Select the Master Content Store check box for each media server.
- C. Select the Master Content Store check box for the AAMS server that manages media and prompts.
- D. If the AAMS server does not contain existing contact center media, CCMA uploads base media to it.

Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 19

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 20

Avaya Aura Contact Center (AACC) uses Avaya Aura Media Server (AAMS) media processing capabilities.

When adding the AAMS in Contact Center Manager Administration (CCMA), which three statements regarding the Master Content Store are true? (Choose three.)

- A. Select the Master Content Store check box for each media server.
- B. Select the Master Content Store check box for the AAMS server that manages media and prompts.
- C. Select the Master Content Store check box for only one media server.
- D. If the AAMS server does not contain existing contact center media, CCMA uploads base media to it.

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 21

A customer has Avaya Aura Contact Center (AACC) and Avaya Aura Unified Communications Platform Integration.

For the Avaya Aura Session Manager (ASM) to direct incoming voice contacts to the AACC, as part of the ASM and AACC configuration, which two items are configured in ASM? (Choose two.)

- A. Add the Avaya Aura Contact Center as a Trusted Host.
- B. Enable TLS encryption for Hosts.
- C. Install a Signed Certificate from a Trusted Host.
- D. Add a Routing Policy for the AACC.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 22

After you complete the Avaya Aura Contact Center (AACC) installation, you should perform a backup.

From the Contact Center Database Maintenance utility, which two menu options are used to perform the backup?

- A. Backup Drive and Immediate Backup
- B. Backup Location and Immediate Backup
- C. Select Location and Immediate Backup
- D. Map Drive and Immediate Backup

Answer: B (LEAVE A REPLY)

NEW QUESTION: 23

A user is assigning a skillset to a call while creating a new outbound campaign. What is the result if the skillset field is left blank?

- A. The campaign stops functioning.
- B. The campaign will receive calls but no agent is assigned.
- C. The campaign will not be created.
- D. The campaign will not receive data.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 24

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 in Administrative Tools > Remote access connection Manager
- B. Disable RAS using the Avaya Aura Contact Center Roles and Features Installer
- C. Disable RAS in Administrative Tools > Computer Management
- D. RAS is disabled automatically by the AACC R7 installation DVD

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 25

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

Answer: [A \(LEAVE A REPLY\)](#)

NEW QUESTION: 26

A Contact Center Supervisor is creating an outbound campaign. Where is the outbound campaign loaded?

- A. It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue.
- B. It is loaded on external database.
- C. It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue.
- D. It is loaded on the Communication Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue.

Answer: [C \(LEAVE A REPLY\)](#)

NEW QUESTION: 27

Avaya Aura Contact Center (AACC) uses the media processing capabilities of the Avaya Aura Media Server (AAMS) to perform functions such as conference customer and agent speech paths with media treatments.

Which three statements regarding AACC and the AAMS are true? (Choose three.)

- A. AACC does not require a license for each AAMS instance in the solution.
- B. AAMS is supported on the Windows Server 2012 R2 operating system when installed co-resident with AACC.
- C. AACC integrates with AAMS using Media Server Markup Language (MSML) based communication.
- D. AAMS provides a MSML-based service type named ACC_APP_ID.

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 28

Avaya requires that a remote support access tool be configured on Avaya Aura® Contact Center (AACC) servers to provide remote support.

Which remote access tool does Avaya recommend?

- A. Avaya Secure Access Link
- B. pcAnywhere
- C. NetMeeting
- D. AA_Rescue

Answer: (SHOW ANSWER)

Explanation/Reference:

Reference: <https://downloads.avaya.com/css/P8/documents/100180144> (36)

NEW QUESTION: 29

By which method can you verify the status of the Data Execution Prevention (DEP)? (Choose two.)

- A. Windows > Services > AdvancedSystem Settings > Settings > Data Execution Prevention
- B. Control Panel > Network and Internet > Internet Options, and then turn on DEP for essential Windows programs and services only
- C. My computer > properties > advanced system settings > advanced > environment variables > Data Execution Prevention
- D. Windows > Control Panel > System and Security > System > Advanced System Settings > Settings > Data Execution Prevention

Answer: (SHOW ANSWER)

NEW QUESTION: 30

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 31

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. Install Microsoft Internet Explorer 10.0 or 11.0.
- C. CCMA supports only the 32-bit version of Microsoft Internet Explorer.
- D. You must run Internet Explorer in compatibility mode for CCMA and Communication Control Toolkit (CCT).

Answer: (SHOW ANSWER)

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NEW QUESTION: 32

To log in to the Avaya Aura Media Server (AAMS) Element Manager (EM) from a browser, you must enter the correct URL.

Which URL format is correct to access the AAMS Element Manager (EM)?

- A. Error! Hyperlink reference not valid.
- B. Error! Hyperlink reference not valid.
- C. Error! Hyperlink reference not valid.
- D. Error! Hyperlink reference not valid.

Answer: (SHOW ANSWER)

NEW QUESTION: 33

The Avaya Aura® Media Server High Availability (HA) feature ensures the uninterrupted availability of media processing and reduces the loss of processing data when an AAMS fails.

Which three statements regarding the AAMS High Availability (HA) feature are true? (Choose three.)

- A. You can perform a manual failover on the Active AAMS.
- B. You cannot a manual failover on the Active AAMS.

C. High Availability (HA) is available only if the AAMS servers are installed on the Red Hat Enterprise Linux (RHEL) operating system.

D. One AAMS HA pair supports up to 1000 agents, without SIP Call Recording.

Answer: A,C,D (LEAVE A REPLY)

Explanation/Reference:

Reference: <https://downloads.avaya.com/css/P8/documents/101017345> (76)

NEW QUESTION: 34

The Avaya Aura Media Server High Availability (HA) feature ensures the uninterrupted availability of media processing and reduces the loss of processing data when an AAMS fails.

Which three statements regarding the AAMS High Availability (HA) feature are true? (Choose three.)

A. High Availability (HA) is available only if the AAMS servers are installed on the Red Hat Enterprise Linux (RHEL) operating system.

B. One AAMS HA pair supports up to 1000 agents, without SIP Call Recording.

C. You can perform a manual failover on the Active AAMS.

D. You cannot a manual failover on the Active AAMS.

Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 35

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 36

When you installed the Contact Center software, a set of default or sample applications are installed. Which are two of the three default or sample applications? (Choose two.)

A. MultimediaFlow

B. ContactFlow

C. Secondary

D. Primary

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 37

A customer has purchased the Agent Greeting feature to provide individual pre-recorded greeting playback capabilities.

Where is the license for Agent Greeting enabled in Avaya Aura Contact Center (AACC)?

- A.** From Contact Center Manager Administration (CCMA) > Configuration > Applications > LM Service Configuration Setup tab
- B.** From the Contact Center License Manager > Configuration > Contact Center Licensing tab
- C.** From the server, navigate to the Server Configuration > Licensing tab
- D.** From the server, locate Multimedia Commissioning > Multimedia Licensing tab

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 38

Which three Operating Systems are supported for an Avaya Agent Desktop (AAD) client installation?

- A.** Windows XP Professional SP2 or later
- B.** Microsoft Windows 8.1 (32-bit and 64-bit)
- C.** Microsoft Windows 7 (32-bit and 64-bit)
- D.** Microsoft Windows 10 (32-bit and 64-bit)

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 39

After a successful installation of Avaya Aura® Contact Center, Avaya releases a patch for this particular site that is required to fix a problem reported for the CCMS. Currently, the service pack AvayaCC_CCMS_7.0.0.0.11.0021_Patch is installed under CCMS and no roll-up patches have been installed yet.

What is a valid name for the site specific patch?

- A.** AvayaCC_CCMS_7.0.0.0.12.0031_ServicePack
- B.** AvayaCC_CCMS_7.0.0.0.12.0021_Patch
- C.** AvayaCC_CCMS_7.0.0.0.11.0210_Patch
- D.** AvayaCC_CCMS_7.0.0.0.11.0023_ServicePack

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

For Avaya Aura® Contact Center R7, which three statements regarding the Windows installation is true?

(Choose three.)

- A.** Avaya Aura® Contact Center Release 7 is supported on Microsoft Windows Server 2008 R7.

B. Customers upgrading to Avaya Aura® Contact Center Release 7.x, must migrate to a new Microsoft Windows Server 2012 R2.

C. Avaya Aura® Contact Center Release 7 is supported on the Microsoft Windows Server 2012 R2 operating system.

D. A Microsoft Windows Server 2012 R2 operating system product key is required.

Answer: B,C,D (LEAVE A REPLY)

Explanation/Reference:

Reference: <https://downloads.avaya.com/css/P8/documents/101017364>

NEW QUESTION: 41

When verifying the Communication Control Toolkit (CCT) server was added during installation to the configuration page of the Contact Center Manager Administration (CCMA), which server is associated with the CCT server?

A. Contact Center Manager Administration (CCMA)

B. License Manager

C. Contact Center Manager Server (CCMS)

D. Contact Center Multimedia (CCMM)

Answer: D (LEAVE A REPLY)

NEW QUESTION: 42

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 Event and Monitor Utility

B. Contact Center System Framework and Monitor Utility

C. Contact Center System License and Monitor Utility

D. Contact Center System Control and Monitor Utility

Answer: B (LEAVE A REPLY)

NEW QUESTION: 43

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

A. Remote Desktop Connection and Windows Server Backup for running CCMA Server backups.

B. TFTP Client to Backup of the CCMA configuration files to remote TFTP Server and XPS Viewer to view reports on the server.

C. IIS and XPS Viewer to view reports on the server.

D. Storage Manager for SAN's for managing the remote backups and IIS

Answer: A (LEAVE A REPLY)

NEW QUESTION: 44

For Avaya Aura Contact Center (AACC) High Availability (HA), you must backup the active server database, restore it onto the standby server and enable shadowing.

Database shadowing does not work if the difference in time between the active and the standby server database is greater than how many hours?

- A. 72 Hours
- B. 24 Hours
- C. 12 Hours
- D. 48 Hours

Answer: B (LEAVE A REPLY)

NEW QUESTION: 45

Agents will use Disposition Codes after closing an outbound contact. For which purpose is a disposition code used by agents?

- A. To record the dialing of an outbound call
- B. To answer an outbound call
- C. To record the state of an outbound call
- D. To end the outbound call

Answer: (SHOW ANSWER)

NEW QUESTION: 46

On which servers is the Enable Switchover function available when configuring Avaya Aura Contact Center (AACC) High Availability (HA)?

- A. Active and Standby Servers
- B. Active Server
- C. Primary Server
- D. Primary and Backup Servers

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 47

In a customer's Local Area Network, some segments in the network do not allow multicast for transmitting data.

When configuring the Contact Center Manager Administration (CCMA) using the RTR (Real-Time Reporting) Registry Settings, how can network bandwidth usage be limited?

- A. In the Minimum Unicast Sessions box, type the minimum number of simultaneous unicast sessions that the server is directed to allow.
- B. In the Maximum Unicast Sessions box, type the maximum number of simultaneous unicast sessions that the server is directed to allow.
- C. In the Output Rate box, type the minimum number of simultaneous outputs that the server is directed to allow.
- D. In the Output Rate box, type the maximum number of simultaneous outputs that the server is directed to allow.

Answer: B (LEAVE A REPLY)

Explanation/Reference:

Reference: <https://downloads.avaya.com/css/P8/documents/100122321> (146)

NEW QUESTION: 48

When configuring Contact Center Multimedia (CCMM) Email routing, you can create user-defined rules to determine how the email contact will be routed. Which three routing options can be applied? (Choose three.)

- A. specific characters, words or phrases in the Email message (keywords)
- B. what priority the Email was sent with (priority groups)
- C. who the Email was sent from (sender groups)
- D. the Skillset the Email was sent to (skillset groups)
- E. when the Email was received (office hours)

Answer: (SHOW ANSWER)

NEW QUESTION: 49

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 50

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

- A. Mission Critical HA with AvayaAura Unified Communications Virtualized Environment
- B. Mission Critical HA with Midsize Enterprise (ME)
- C. Mission Critical HA with Midsize Business Template

D. Mission Critical HA with or without AvayaAura platform resiliency

Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 51

Where are all agents used in the Avaya Aura Contact Center POM integration administered?

- A. Avaya IQ
- B. Avaya Proactive Outreach Manager
- C. Avaya Aura Experience Portal
- D. Contact Center Manager Administration

Answer: B (LEAVE A REPLY)

NEW QUESTION: 52

Which Avaya Aura Contact Center component manages all media processing for the contact center including playing messages and collecting DTMF digits?

- A. Contact Center Manager Server (CCMS)
- B. SIP
- C. Avaya Aura Media Server (AAMS)
- D. Communication Control Toolkit (CCT)

Answer: C (LEAVE A REPLY)

NEW QUESTION: 53

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 54

A customer with Contact Center Multimedia (CCMM) needs to create, modify, and monitor outbound campaigns. Which CCMM tool, accessed from the Contact Center Manager Administration (CCMA) application, provides this functionality?

- A. the CCMA
- B. the Multimedia Contact Manager
- C. the Outbound Campaign Management Tool
- D. the E-mail Manager

Answer: C (LEAVE A REPLY)

NEW QUESTION: 55

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 56

Avaya requires that a remote support access tool be configured on Avaya Aura Contact Center (AACC) servers to provide remote support.

Which remote access tool does Avaya recommend?

- A. pcAnywhere
- B. AA_Rescue
- C. NetMeeting
- D. Avaya Secure Access Link

Answer: D (LEAVE A REPLY)

NEW QUESTION: 57

Contact Center License Manager provides central control and administration of licensing for Avaya Aura Contact Center (AACC). Before installing the AACC software, you must choose a license type and a licensing mechanism. The licensing options available to you depend on your Contact Center solution type (AML-based or SIP-enabled), and on the ordering process you use.

Which three license types does Contact Center License Manager support? (Choose three.)

- A. Campus Network Control Center
- B. Nodal Network Control Center
- C. Corporate Enterprise
- D. Nodal Enterprise

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 58

When performing a database restore, Avaya Aura® Contact Center (AACC) services must be shut-down before starting the restore.

How are these services shut-down?

- A. Use the Stop Shadowing command on the SMMC System Tray to manually shut-down the services.
- B. Use the System Control and Monitor utility to manually shut-down the services.
- C. The database utility performs the shut-down automatically.
- D. Use the Windows Services utility to manually shut-down the services.

Answer: (SHOW ANSWER)

Explanation/Reference:

Reference: <https://downloads.avaya.com/css/P8/documents/101009586>

NEW QUESTION: 59

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 Server (CCMS)
- B. Communication Control Toolkit (CCT)
- C. Contact Center Multimedia (CCMM)
- D. Contact Center Manager Administration (CCMA)

Answer: A (LEAVE A REPLY)

NEW QUESTION: 60

A Contact Center Agent provisioned for Multimedia contacts has forgotten their password. Which Contact Center Multimedia (CCMM) Administration screen contains the function to reset the Agent's password?

- A. Skillset Settings
- B. General Settings
- C. Agent Settings
- D. Server Settings

Answer: (SHOW ANSWER)

NEW QUESTION: 61

Which Avaya Aura Contact Center component requires the Communication Control Toolkit and Contact Center Multimedia components?

- A. Session Initiation Protocol
- B. Contact Center Manager Administration
- C. Contact Center Manager Server
- D. Avaya Agent Desktop

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 62

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

Answer: (SHOW ANSWER)

NEW QUESTION: 63

Which section under the Agent Desktop Configuration would allow Agent Desktop to move to the front upon arrival of a new contact?

- A. Hot Desking
- B. Logoff Terminal State
- C. Maximum Open Duration
- D. New Contact Presentation

Answer: D (LEAVE A REPLY)

NEW QUESTION: 64

To log in to the Avaya Aura® Media Server (AAMS) Element Manager (EM) from a browser, you must enter the correct URL.

Which URL format is correct to access the AAMS Element Manager (EM)?

- A. https://<serveraddress>:em
- B. https://<serveraddress>:8800/em
- C. https://<serveraddress>:/em
- D. https://<serveraddress>:8443/em

Answer: (SHOW ANSWER)

Explanation/Reference:

Reference: <https://downloads.avaya.com/css/P8/documents/101017536> (33)

NEW QUESTION: 65

Avaya Aura® Contact Center (AACC) Release 7 supports only the Avaya Aura® Media Server (AAMS), formerly called Avaya Media Server.

Which three statements regarding the AAMS are true? (Choose three.)

- A. AAMS is supported on the Windows Server 2012 R2 operating system when installed co-resident with AACC.
- B. AACC requires a license for each AAMS instance in the solution.
- C. An Avaya Aura® Media Server High Availability pair of server requires two instance licenses.
- D. A standalone Avaya Aura® Media Server is supported on the Windows Server operating system.

Answer: (SHOW ANSWER)

Explanation/Reference:

Reference: <https://support.avaya.com/css/P8/documents/101038008>

NEW QUESTION: 66

Which operating system is supported for Avaya Aura® Contact Center Release 7 server installations?

- A. Windows Server 2008 SP7 Standard Edition or Enterprise Edition
- B. Windows Server 2012 R1 Standard Edition or Datacenter Edition
- C. Windows Server 2012 R2 Standard Edition or Datacenter Edition
- D. Windows Server 2008 SP2 Standard or Enterprise Edition

Answer: (SHOW ANSWER)

Explanation/Reference:

Reference: <https://downloads.avaya.com/css/P8/documents/101017526> (p.12)

NEW QUESTION: 67

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\PVI
- B. C:\Avaya\Logs\Sysops
- C. C:\Logs\Sysops
- D. D:\Avaya\Logs\Sysops

Answer: D (LEAVE A REPLY)

NEW QUESTION: 68

Which three statements about Avaya Aura® Contact Center (AACC) Licensing are true? (Choose three.)

- A. A Corporate Enterprise license type is for a network of Avaya Aura® Contact Center installations.
- B. The licensing grace period duration is 15 days.

- C. The Nodal Enterprise license type controls the licensing for a single Avaya Aura® Contact Center node.
- D. Agent licenses are available for both Nodal and Corporate Licensing.
- E. Nodal Enterprise licensing supports a Standby License Manager.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 69

What is defined for Agent Blending skillsets to decide when agents transition from Outbound to Inbound and when agents are returned to Outbound activities?

- A. Thresholds
- B. Call Presentation Class
- C. Route Point
- D. Script

Answer: [B \(LEAVE A REPLY\)](#)

NEW QUESTION: 70

A systems engineer has just completed a database maintenance backup. The engineer would like to verify the success of the backup.

In which default location should the engineer look to determine the success of the backup?

- A. C:\Contact Center\Logs\Common Components\DBMaintenance.log
- B. D:\Logs\Common Components\DBMaintenance.log
- C. D:\Avaya\Logs\Common Components\CC_DBMaintenance
- D. D:\Avaya Aura>Contact Center\Logs\Common Components\CC_DBMaintenance.log

Answer: [B \(LEAVE A REPLY\)](#)

NEW QUESTION: 71

Which component is used to add servers in Contact Center Manager Administration (CCMA)?

- A. Multimedia
- B. Contact Center Management
- C. Access and Partition Management
- D. Configuration

Answer: [D \(LEAVE A REPLY\)](#)

NEW QUESTION: 72

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. Static DNS entry for the Active server

- B.** One static entry for the Active serverOne static entry for the Standby server
- C.** One Dynamic DNS entry for the Active serverOne Dynamic DNS entry for the Standby serverOne Dynamic DNS entry for the Managed name and associated IP address
- D.** One DNS static entry for the Active serverOne DNS static entry for the Standby serverOne DNS static entry for the Managed name and associated IP address

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 73

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 in Administrative Tools > Computer Management
- B.** RAS is disabled automatically by the AACC R7 installation DVD
- C.** Disable RAS in Administrative Tools > Remote access connection Manager
- D.** Disable RAS using the Avaya Aura Contact Center Roles and Features Installer

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored within the CCMM server database. Which two new report types are now available for report creation under the Public Report Template folder? (Choose two.)

- A.** Contact Summary Reports
- B.** Outbound Reports
- C.** Agent Performance Reports
- D.** Multimedia Reports
- E.** Call-by-Call Reports
- F.** Configuration Reports

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 75

Which template would you assign to an Inbound skillset so it can be monitored by the POMBlending Service?

- A.** Skillset Template
- B.** POM Template
- C.** Agent Template
- D.** Blending Template

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 76

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

Answer: B,C,D (LEAVE A REPLY)

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NEW QUESTION: 77

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:\Avaya\Logs\Sysops
- C. D:\Avaya\Logs\PVI
- D. C:\Logs\Sysops

Answer: (SHOW ANSWER)

NEW QUESTION: 78

Orchestration Designer (OD) is used to create applications with instructions that determine the sequence of steps a contact follows after the contact arrives at the Contact Center.

Which three statements regarding the Orchestration Designer tool are true? (Choose three.)

- A. OD allows you to view real-time statistics for each skillset.
- B. OD applications can provide call routing, such as skill-based routing.
- C. OD application steps can include call treatments, such as music or ringback.
- D. OD provides a graphical editor to create Contact Center Task Flow Executor (TFE) flows.

Answer: A,B,D (LEAVE A REPLY)

NEW QUESTION: 79

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

Answer: A,C,D (LEAVE A REPLY)

Explanation/Reference:

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

NEW QUESTION: 80

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

Answer: C (LEAVE A REPLY)

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