DUMPSBOSS.COM

Avaya Aura Contact Center Implementation Exam

Avaya 6210

Version Demo

Total Demo Questions: 10

Total Premium Questions: 132

Buy Premium PDF

https://dumpsboss.com

support@dumpsboss.com

dumpsboss.com

QUESTION NO: 1

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 record the state of an outbound call

C. To answer an outbound call

D. To end the outbound call

ANSWER: D

QUESTION NO: 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 realtime databases?

A. Contact Center Manager Administration (CCMA)

B. Communication Control Toolkit (CCT)

C. Contact Center Manager Server (CCMS)

D. Contact Center Multimedia (CCMM)

ANSWER: C

Explanation:

Reference: ftp://ftp.landata.ru/support/Docs/Contact%20Center/AACC/

AACC_Fundamentas_NN44400-11002.pdf (59)

QUESTION NO: 3

You have launched the Contact Center Multimedia (CCMM) Administration utility. Which three settings can be configured on the CCMM Administration General Administration page? (Choose three.)

A. Web Comms

B. Agent

C. Skillset

D. Server

E. Email

ANSWER: B C D

QUESTION NO: 4

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 Aura\Contact Center\Logs\Common Components\CC_DBMaintenance.log

D. D:\Avaya\Logs\Common Components\CC_DBMaintenance

ANSWER: B

QUESTION NO: 5

In a Mission Critical AACC High Availability (HA) campus solution, there are two types of switchovers, managed and unmanaged. A managed switchover is one initiated by the administrator or caused by a failure of a monitored Contact Center Manager Server (CCMS) or Communication Control Toolkit (CCT) component. An unmanaged switchover results from a hardware, network, database or power failure.

Which three conditions must be satisfied before a switch over can occur? (Choose three.)

A. Switchover is only enabled on the standby server.

B. The active server database and standby server database are synchronized, and the standby server database is shadowing the active server database.

C. The active and standby servers can communicate with the trusted server

D. The active and standby servers have switchover enabled.

E. The active server is running. All the critical CCMS and CCT services are running.

ANSWER: C D E

QUESTION NO: 6

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 application steps can include call treatments, such as music or ringback.

B. OD allows you to view real-time statistics for each skillset.

C. OD applications can provide call routing, such as skill-based routing.

D. OD provides a graphical editor to create Contact Center Task Flow Executor (TFE) flows.

ANSWER: B C D

Explanation:

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

QUESTION NO: 7

The Data Import and Export tool is used to import bulk resources from the Windows network into the CCT database. Which file types are used to export resource configuration data from the Windows network for data analysis?

A. Single standard XML file or flattened XML file

B. Single standard HTML file or flattened HTML file

C. Single standard CSV file or flattened CSV file

D. Single standard XSD file or flattened XSD file

ANSWER: A

QUESTION NO: 8

When creating an Advanced Screenpops in the wizard you choose a screenpop launch event. What are the two launch event options? (Choose two.)

A. Call setup

B. Dialing

C. Active

D. Alerting

ANSWER: C D

QUESTION NO: 9

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

A. Microsoft Windows 8.1 (32-bit and 64-bit)

B. Microsoft Windows 7 (32-bit and 64-bit)

C. Windows XP Professional SP2 or later

D. Microsoft Windows 10 (32-bit and 64-bit)

E. Agent Desktop Release 7.0 (32-bit and 64-bit)

ANSWER: A B C

Explanation:

Reference: https://downloads.avaya.com/css/P8/documents/100178582 (p.12)

QUESTION NO: 10

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

ANSWER: B

Explanation:

Reference: https://downloads.avaya.com/css/P8/documents/101033402