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QUESTION 1

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

QUESTION 2

Which method does Avaya recommend for installing Avaya Aura Contact Center (AACC) 7.1 on a supported virtualized server?

A. Run the installation from an iso-image on a mounted DVD drive of your virtualized server

B. Run the installation from a remote DVD-ROM drive that is accessible from the virtualized server over the LAN

C. Run the installation from a remote hard disk copy of the installation DVD

D. Run the installation from an iso-image on a remote DVD-ROM drive that is accessible from the virtualized server over the Internet

Correct Answer: A

QUESTION 3

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.

Correct Answer: B

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

QUESTION 4

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

QUESTION 5

By which two methods can you verify the status of the Data Execution Prevention (DEP) in Windows Server 2016? (Choose two.)

A. Windows Start > Control Panel > System > Advanced System Settings > Performance Settings > Data Execution Prevention

B. Windows Start > System > Advanced System Settings > Performance Settings > Data Execution Prevention

C. My computer > properties > advanced system settings > advanced > environment variables > Data Execution Prevention

D. Control Panel > Network and Internet > Internet Options, and then turn on DEP for essential Windows programs and services only

Correct Answer: AB

QUESTION 6

A customer has installed Avaya Aura Contact Center (AACC) on a Platform Vendor Independent (PVI) server. They want to receive real-time data on their client computer via Unicast stream.

Where do you set the transmission mode for the site to Unicast?

A. From the CCMS > RSM IP Address window

B. From Windows > Apps > Manager Administration Configuration > Console Root > Avaya > Applications > CCMA Settings

C. From Windows > Apps > Manager Administration Configuration > Console Root > Avaya > Applications > Real-Time

Reporting > RTR Registry Settings

D. From the CCMS > RSMConfig

Correct Answer: A

Reference http://downloads.avaya.com/css/P8/documents/100178738

QUESTION 7

After the Avaya Aura Media Server High Availability (HA) pair is formed, several Element Manager pages display new features that reflect the new paired High Availability state/status.

In the primary AAMS Element Manager navigation pane, which three features do you need to status? (Choose three.)

A. Ensure one Element Role is listed for both the Primary and Backup server.

B. Ensure one Element Role is listed for both the Active and Standby server.

C. Ensure only two nodes are listed.

D. Ensure no alarms are listed in the Alarm Description column.

Correct Answer: ABC

Reference: https://downloads.avaya.com/css/P8/documents/100172577 (410)

QUESTION 8

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.

Correct Answer: BCD

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

QUESTION 9

You are installing Avaya Agent Desktop (AAD) on an agent PC.

Which three Microsoft software components must be installed? (Choose three.)

A. Microsoft Visual C++ 2005 SP1 Redistributable Package (x86)

B. Microsoft WinPcap

C. Microsoft .NET Framework 4.5.2

D. Microsoft Internet Explorer 10.0 (32-bit) or 11.0 (32-bit)

E. Microsoft Silverlight

Correct Answer: ACD

QUESTION 10

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_7.0.0.0.12.0021_Patch

B. AvayaCC_CCMS_7.0.0.0.12.0031_ServicePack

C. AvayaCC_CCMS_7.0.0.0.11.0023_ ServicePack

D. AvayaCC_CCMS_7.0.0.0.11.0210_Patch

Correct Answer: D

QUESTION 11

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

QUESTION 12

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)

QUESTION 13

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 the server, navigate to the Server Configuration > Licensing tab

B. From the server, locate Multimedia Commissioning > Multimedia Licensing tab

C. From Contact Center Manager Administration (CCMA) > Configuration > Applications > LM Service Configuration Setup tab

D. From the Contact Center License Manager > Configuration > Contact Center Licensing tab

Correct Answer: C

QUESTION 14

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.

Correct Answer: AD

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

QUESTION 15

Avaya Aura Application Enablement Services (AES) is a set of enhanced telephony APIs, protocols, and Web services available to developers. The interface between the Avaya Aura Contact Center (AACC) and AES is Mutual TLS.

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

A. If you are using Web Services security on Contact Center, you cannot use the default certificates and must use the certificates in the Contact Center Certificate Store.

B. AES 7.0 includes the default Contact Center root certificate.

C. The Contact Center CTI Proxy points to the AES IP Address, port 4723, Transport TLS.

D. AES 7.0 does not include the default Contact Center root certificate. To use the default root certificate with AES 7.0, you must import it into AES.

E. The AACC CTI Proxy points to the AES IP address, port 5060, Transport TCP.

Correct Answer: ABC

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