

# 6210<sup>Q&As</sup>

Avaya Aura ContactCenter Implementation Exam

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**QUESTION 1**

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

Correct Answer: B

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**QUESTION 2**

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.
- E. AAMS HA supports Hyper-V Clustered environment.

Correct Answer: ACD

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

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**QUESTION 3**

When setting up scheduled backups to a network location, which two steps are required? (Choose two.)

- A. Create a shared directory on a networked logical drive to store the database backup.
- B. Shutdown the Avaya Aura Contact Center (AACC) server.
- C. Navigate to Windows > Apps > Database Maintenance utility > Scheduled Backup
- D. Navigate to CCMA > Launchpad > Contact Center Management > Scheduled Backup

Correct Answer: AC

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

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#### QUESTION 4

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>

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#### QUESTION 5

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)

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