

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

Avaya Aura ContactCenter Implementation Exam

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### QUESTION 1

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

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

Correct Answer: D

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### QUESTION 2

For Avaya Aura Contact Center (AACC) R7.1.0.0, which two statements about the Windows installation are true? (Choose two.)

- A. Avaya Aura Contact Center is supported on Microsoft Windows Server 2008 R2
- B. Upgrades from 7.1.0.0 or later will be supported on Windows Server 2016
- C. A Microsoft Windows Server 2012 R2 or 2016 operating system product key is required
- D. Avaya Aura Contact Center is only supported on the Microsoft Windows Server 2012 R2 operating system

Correct Answer: BC

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### QUESTION 3

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

Correct Answer: A

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

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**QUESTION 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\Log\Common Components\DBMaintenance.log
- B. D:\Log\Common Components\DBMaintenance.log
- C. D:\Avaya Aura\Contact Center\Log\Common Components\CC\_DBMaintenance.log
- D. D:\Avaya\Log\Common Components\CC\_DBMaintenance

Correct Answer: B

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**QUESTION 5**

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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