



Vendor: Avaya

Exam Code: 6210

Exam Name: Avaya Aura® Contact Center Implementation
Exam

Version: DEMO

QUESTION 1

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

Answer: D

QUESTION 2

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

Explanation:

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

QUESTION 3

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.

Answer: AD

Explanation:

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

QUESTION 4

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

Answer: D

Explanation:

<https://downloads.avaya.com/css/P8/documents/100141959> (32)

QUESTION 5

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: ACD

Explanation:

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

QUESTION 6

The installation of the Contact Center Manager Administration (CCMA) component adds default users to the Windows operating system.

Which CCMA user accounts are created during the Avaya Aura® Contact Center (AACC) installation?

- A. iceAdmin
IUSR_SWC
Bkup_SWC
- B. AAD_User
AAAC_Admin
webadmin
- C. AAAC_Admin
IUSR_SWC
webadmin
- D. iceAdmin
IUSR_SWC
webadmin

Answer: D

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