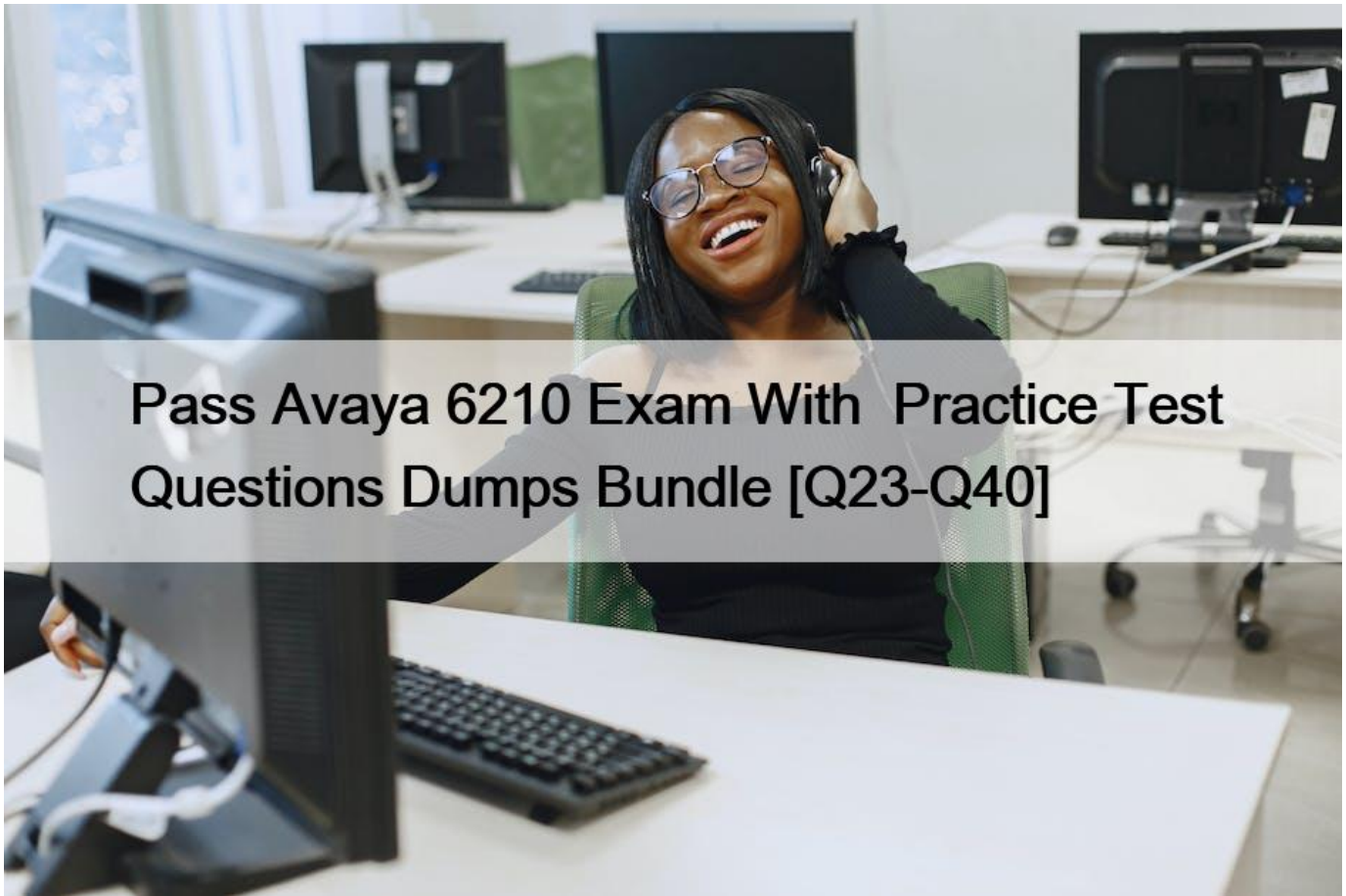


## Pass Avaya 6210 Exam With Practice Test Questions Dumps Bundle [Q23-Q40]



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### Who should take the 6210 exam

The Avaya Aura Contact Center Implementation 6210 Exam certification is an internationally-recognized validation that identifies persons who earn it as possessing skilled as Avaya Implementation Professional Specialist. If a candidate wants significant improvement in career growth needs enhanced knowledge, skills, and talents. The Avaya Aura Contact Center Implementation 6210 Exam certification provides proof of this advanced knowledge and skill. If a candidate has knowledge of associated technologies and skills that are required to pass Avaya Aura Contact Center Implementation 6210 Exam then he should take this exam.

**Q23.** Avaya requires that a remote support access tool be configured on Avaya Aura Contact Center (AACC) servers to provide remote support.

Which remote access tool does Avaya recommend?

- \* Avaya Secure Access Link
- \* pcAnywhere
- \* NetMeeting

\* AA\_Rescue

**Q24.** When configuring servers for an Avaya Aura® Contact Center (AACC) High Availability (HA) implementation, if you are using the Hosts files to resolve Managed names to Managed IP Addresses, ensure that you add the Managed Names and Managed IP Addresses to the Hosts file.

Which DNS entries must be made for the HA servers?

\* One Dynamic DNS entry for the Active server

One Dynamic DNS entry for the Standby server

One Dynamic DNS entry for the Managed name and associated IP address

\* Static DNS entry for the Active server

\* One DNS static entry for the Active server

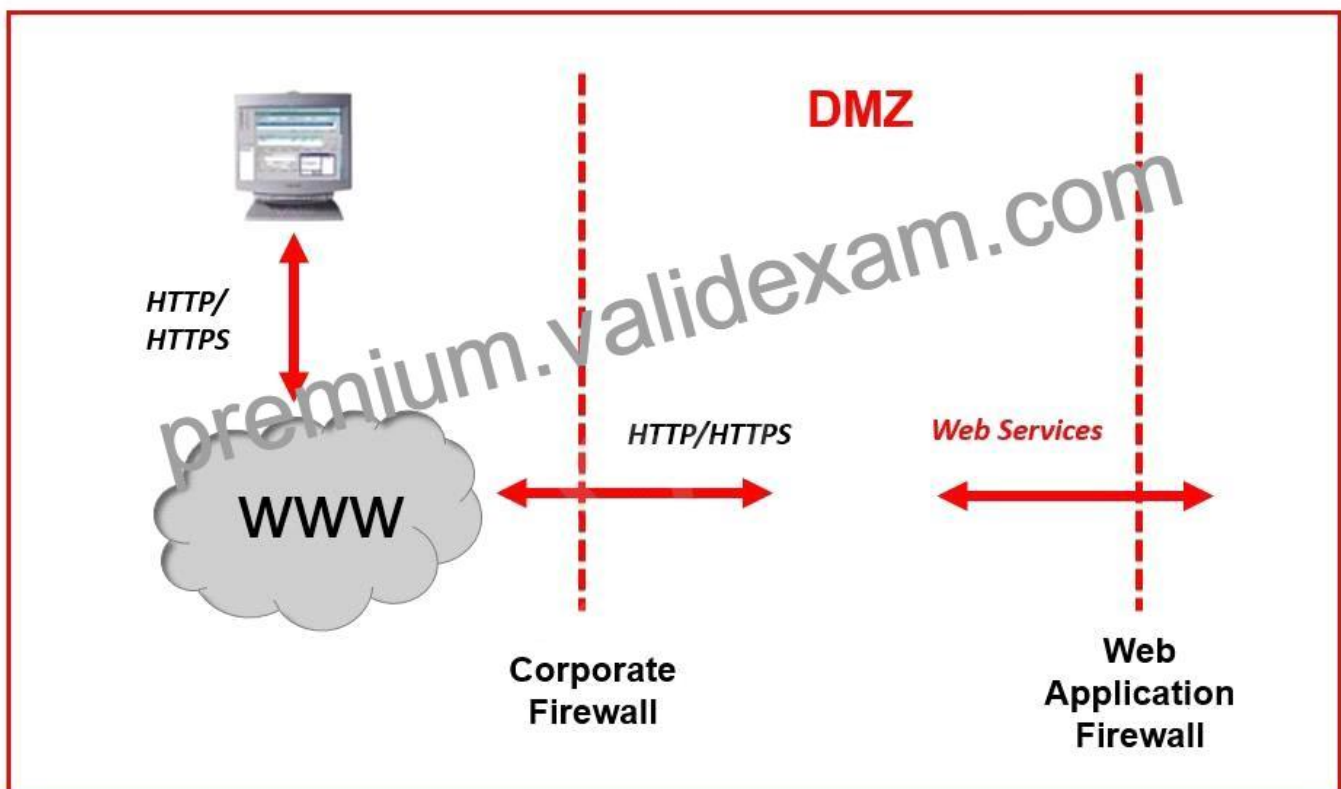
One DNS static entry for the Standby server

One DNS static entry for the Managed name and associated IP address

\* One static entry for the Active server

One static entry for the Standby server

**Q25.** Refer to the exhibit. A customer is using Contact Center Multimedia (CCMM) to provide Web Services or integrating Web Chat with their Contact Center. They have created a DMZ to protect the Avaya Aura Contact Center (AACC) server and the Corporate Web Server by deploying a Corporate Firewall and a Web Application Firewall. What is the recommended placement of the AACC Voice and Multimedia server in relation to the Corporate Web Server where the customer facing Web Chat Application resides?



- \* Place the AACC Server inside the DMZ between the Corporate Firewall and the Web Application Firewall. Place the Corporate Web Server inside the Web Application Firewall.
- \* Place both the AACC Server and the Corporate Web Server outside of the Corporate Firewall.
- \* Place both the AACC Server and the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.
- \* Place the AACC Server inside of the Web Application Firewall. Place the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.

**Q26.** Avaya Aura® Contact Center (AACC) uses the media processing capabilities of the Avaya Aura® Media Server (AAMS) to perform functions such as conference customer and agent speech paths with media treatments.

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

- \* AAMS is supported on the Windows Server 2012 R2 operating system when installed co-resident with AACC.
- \* AACC does not require a license for each AAMS instance in the solution.
- \* AACC integrates with AAMS using Media Server Markup Language (MSML) based communication.
- \* AAMS provides a MSML-based service type named ACC\_APP\_ID.

**Q27.** When a SIP INVITE message arrives at the Contact Center Manager Server (CCMS), CCMS matches the message with one of the configured Route Points URIs.

CCMS then anchors the customer call to a port on which component?

- \* Call Pilot
- \* Avaya Aura Communication Manager
- \* Avaya Aura Media Server
- \* Avaya Aura Midsize Enterprise (ME)

**Q28.** During the Microsoft Windows installation, you must provide a computer name and domain as part of the pre-installation tasks.

What is a valid name for the server computer name?

- \* Toronto2
- \* 2Toronto
- \* Toronto2\_
- \* Toronto 2

Explanation/Reference:

Reference: <https://downloads.avaya.com/css/P8/documents/100093186> (p.27)

**Q29.** Which tool is used to verify the Communication Control Toolkit (CCT) configuration and to ensure that all resources are available and accessible to route contacts for the Contact

Center Manager Server (CCMS)?

- \* Multimedia Dashboard
- \* Reference Client
- \* Server Utility
- \* Server Manager

**Q30.** When setting up scheduled backups to a network location, which two steps are required?

(Choose two.)

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

**Q31.** 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?

- \* In the Minimum Unicast Sessions box, type the minimum number of simultaneous unicast sessions that the server is directed to allow.
- \* In the Maximum Unicast Sessions box, type the maximum number of simultaneous unicast sessions that the server is directed to allow.
- \* In the Output Rate box, type the minimum number of simultaneous outputs that the server is directed to allow.
- \* In the Output Rate box, type the maximum number of simultaneous outputs that the server is directed to allow.

Explanation/Reference:

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

**Q32.** 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.)

- \* You can perform a manual failover on the Active AAMS.
- \* You cannot a manual failover on the Active AAMS.
- \* High Availability (HA) is available only if the AAMS servers are installed on the Red Hat

Enterprise Linux (RHEL) operating system.

- \* One AAMS HA pair supports up to 1000 agents, without SIP Call Recording.

**Q33.** You have increased the multicast time to live value on the Contact Center Manager Server

(CCMS).

After changing the value, which CCMS service must be restarted so that the new value can take effect?

- \* CCMS SDP\_Service, the Statistical Data Propagator Service
- \* CCMS RSM\_Service, the Real-Time Statistical Manager Service
- \* CCMS RDC\_Service, the Real-Time Data Calculator Service
- \* CCMS IS\_Service, the Intrinsic Service

**Q34.** 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?

- \* Disable RAS using the Avaya Aura Contact Center Roles and Features Installer
- \* Disable RAS in Administrative Tools > Computer Management
- \* RAS is disabled automatically by the AACC R7 installation DVD

\* Disable RAS in Administrative Tools > Remote access connection Manager

**Q35.** Which statement about the web-based Contact Center Multimedia (CCMM) Multimedia Administration client is true?

- \* It is used to administer Avaya Aura Agent Desktop (AAD) and to monitor Agent performance using a browser-based interface.
- \* It helps with implementing CTI for installed and browser-based client integrations.
- \* It provides administrative and management capabilities for CCMM resources.
- \* It allows an SDK for developers to design custom Computer Telephony Integration (CTI) applications.

**Q36.** You are installing Avaya Agent Desktop (AAD) on an agent PC.

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

- \* Microsoft Visual C++ 2005 SP1 Redistributable Package (x86)
- \* Microsoft WinPcap
- \* Microsoft .NET Framework 4.5.2
- \* Microsoft Internet Explorer 10.0 (32-bit) or 11.0 (32-bit)

**Q37.** In a Web Chat, for which purpose are Web on Hold and Web on Hold URLs created?

- \* Treatments given to the customer while waiting for the agent to end the chat session
- \* Treatments given to the customer while waiting for the agent to join the chat session
- \* Treatments given to the customer while waiting for the agent to reply in an existing chat session
- \* Treatments given to the agent while waiting for the customer to join the chat session

**Q38.** On which servers is the Enable Switchover function available when configuring Avaya Aura® Contact Center (AACC) High Availability (HA)?

- \* Primary Server
- \* Primary and Backup Servers
- \* Active and Standby Servers
- \* Active Server

Explanation/Reference:

Reference: <https://downloads.avaya.com/css/P8/documents/100172577> (592)

**Q39.** 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?

- \* iceAdmin

IUSR\_SWC

Bkup\_SWC

- \* AAD\_User

AACC\_Admin

webadmin

- \* AAAC\_Admin

IUSR\_SWC

webadmin  
\* iceAdmin

IUSR\_SWC

webadmin

**Q40.** For Avaya Aura® Contact Center R7, which three statements regarding the Windows installation is true?

(Choose three.)

- \* Avaya Aura® Contact Center Release 7 is supported on Microsoft Windows Server 2008 R7.
- \* Customers upgrading to Avaya Aura® Contact Center Release 7.x, must migrate to a new Microsoft Windows Server 2012 R2.
- \* Avaya Aura® Contact Center Release 7 is supported on the Microsoft Windows Server 2012 R2.
- \* A Microsoft Windows Server 2012 R2 operating system product key is required.

Explanation/Reference:

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

## 6210 Exam topics

Candidates must know the exam topics before they start of preparation. Because it will really help them in hitting the core. Our **6210 exam dumps** will include the following topics:

- Configuration- Implementation Testing and Validation- Implementation Troubleshooting- Implementation Preparation- Installation **Top Avaya 6210 Courses Online:** <https://www.validexam.com/6210-latest-dumps.html>