

Avaya Aura Contact Center Implementation Exam

Avaya 6210

Version Demo

Total Demo Questions: 17

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QUESTION NO: 1

By which method can you verify the status of the Data Execution Prevention (DEP)? (Choose two.)

- A. Windows > Control Panel > System and Security > System > Advanced System Settings > Settings > Data Execution Prevention
- B. PowerShell > Get-CimInstance Win32_OperatingSystem | Select-Object DataExecutionPrevention*
- 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

ANSWER: A B

Explanation:

The path "Windows > Control Panel > System and Security > System > Advanced System Settings > Settings > Data Execution Prevention" is a valid graphical method for viewing and configuring DEP settings. In the System Properties dialog, selecting the Performance *Settings* button and then the Data Execution Prevention tab displays the current DEP configuration, including whether DEP is enabled only for essential Windows programs and services or for all programs except configured exceptions. This is useful when confirming that the server complies with the required operating-system security configuration before installing or operating Avaya Aura Contact Center components.

"PowerShell > Get-CimInstance Win32_OperatingSystem | Select-Object DataExecutionPrevention*" is also a valid verification method. The Win32_OperatingSystem CIM class exposes DEP state and policy properties, such as availability, support for 32-bit and 64-bit applications, drivers, and the active support policy. This provides a scriptable, remotely usable method to validate the setting and document it during implementation checks. Microsoft describes DEP as a memory-protection feature that helps prevent code execution from non-executable memory regions. See [Microsoft documentation on Data Execution Prevention](#) and the [Win32_OperatingSystem CIM-class reference](#).

QUESTION NO: 2

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

- A. Run the installation from a remote DVD-ROM drive that is accessible from the server over the Internet.
- B. Run the installation from a remote hard disk copy of the installation DVD.
- C. Run the installation from a remote DVD-ROM drive that is accessible from the server over the LAN.
- D. Insert the Contact Center DVD into the DVD drive of your server.

ANSWER: D

Explanation:

Avaya recommends installing Avaya Aura® Contact Center by inserting the Contact Center DVD into the DVD drive of the target server and starting the installation locally. This method ensures that the installation media is directly available to the server throughout setup, avoiding dependencies on network throughput, remote-drive permissions, connectivity interruptions, or media-sharing configuration. AACC installation includes prerequisite validation, component deployment, and configuration steps that benefit from reliable, local access to the product media. Using the server's own DVD drive also aligns with the standard, controlled installation workflow documented for supported AACC server deployments, where the installer is launched from the supplied installation media on the system being built. Before beginning, the implementer should confirm that the server hardware, operating system, software prerequisites, and required service accounts match the release-specific planning and installation documentation. This approach helps produce a repeatable installation baseline and makes it easier to verify the media version used for the deployment. Avaya product documentation and release-specific installation materials

are available through the [Avaya Support portal](#). Additional product lifecycle and documentation access information is available from [Avaya Support](#).

QUESTION NO: 3

A customer has Avaya Aura® Contact Center (AACC) and Avaya Aura® Unified Communications Platform Integration.

For the Avaya Aura® Session Manager (ASM) to direct incoming voice contacts to the AACC, as part of the ASM and AACC configuration, which two items are configured in ASM? (Choose two.)

- A. Enable TLS encryption for Hosts.
- B. Install a Signed Certificate from a Trusted Host.
- C. Add the Avaya Aura® Contact Center as a Trusted Host.
- D. Add a Routing Policy for the AACC.
- E. Add the Avaya Aura® Contact Center as a Trusted Host and add a Routing Policy for the AACC.

ANSWER: E

Explanation:

Configuring the AACC as a trusted host and adding a routing policy for the AACC provides the Session Manager configuration needed to accept the AACC as a trusted SIP destination and route matching incoming calls toward it. The trusted-host relationship establishes the required trust context between Session Manager and the Contact Center platform. The routing policy then associates call-routing decisions with the AACC destination, allowing Session Manager to select that destination when a dialed number matches the relevant routing criteria. Together, these settings support the controlled delivery of voice contacts from the Avaya Aura SIP environment into AACC for contact-center treatment. In a complete deployment, associated SIP entities, entity links, dial patterns, and communication-profile details must also align with the site dial plan and the chosen TLS or TCP transport configuration. Avaya's product documentation and support portal provide the implementation documentation and release-specific integration guidance for these components: [Avaya Documentation Portal](#) and [Avaya Support](#).

QUESTION NO: 4

Contact Center License Manager provides central control and administration of licensing for

Avaya Aura® Contact Center (AACC). Before installing the AACC software, you must choose a license type and a licensing mechanism. The licensing options available to you depend on your

Contact Center solution type (AML-based or SIP-enabled), and on the ordering process you use.

Which three license types does Contact Center License Manager support? (Choose three.)

- A. Nodal Network Control Center
- B. Campus Network Control Center
- C. Corporate Enterprise
- D. Nodal Enterprise
- E. Enterprise Network Contact Center

ANSWER: A C D

Explanation:

Contact Center License Manager supports the license types **Nodal Network Control Center**, **Corporate Enterprise**, and **Nodal Enterprise**. These names identify the supported AACC licensing models used when the Contact Center solution is ordered and deployed. The selected license type determines the entitlement structure that Contact Center License Manager administers centrally, including the applicable feature and capacity licensing associated with the AACC deployment. A nodal model is intended for a defined Contact Center node configuration, while the enterprise-oriented models support licensing arrangements applicable to broader enterprise Contact Center environments. Selecting the appropriate type is an installation prerequisite because the available licensing mechanism and orderable entitlement depend on both the solution architecture, such as AML-based or SIP-enabled deployment, and the relevant ordering process. Avaya's AACC documentation library provides the installation and licensing documentation for the applicable release, while Avaya Support provides product documentation and software-related resources: [Avaya Documentation Portal](#) and [Avaya Support](#).

QUESTION NO: 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

ANSWER: A B

Explanation:

Windows Start > Control Panel > System > Advanced System Settings > Performance Settings > Data Execution Prevention and Windows Start > System > Advanced System Settings > Performance Settings > Data Execution Prevention both reach the Data Execution Prevention tab in the Performance Options dialog box. This tab provides the graphical Windows interface for viewing the configured DEP policy and its available settings, including whether DEP is enabled only for essential Windows programs and services or for all programs and services except selected exceptions. The two methods differ only in their entry point: one opens the System control-panel applet through Control Panel, while the other opens the System page directly from the Start menu before selecting Advanced system settings. In either case, selecting Performance Settings and then the Data Execution Prevention tab exposes the relevant status and configuration interface. DEP is a Windows memory-protection feature that helps prevent code from executing from non-executable memory regions. Microsoft describes its purpose and behavior in its [Data Execution Prevention documentation](#). The underlying system boot policy can also be inspected administratively with [BCDEdit](#), but the specified valid verification methods are the graphical System and Performance Options paths.

QUESTION NO: 6

Which three statements about Avaya Aura® Contact Center (AACC) Licensing are true? (Choose three.)

- A. Agent licenses are available for both Nodal and Corporate Licensing.
- B. A Corporate Enterprise license type is for a network of Avaya Aura® Contact Center installations.
- C. The Nodal Enterprise license type controls the licensing for a single Avaya Aura® Contact Center node.
- D. The licensing grace period duration is 15 days.
- E. Nodal Enterprise licensing supports a Standby License Manager.

ANSWER: A B C

Explanation:

Avaya Aura® Contact Center licensing can be deployed using either a Nodal Enterprise model or a Corporate Enterprise model, and agent licensing is applicable in both models. Therefore, “Agent licenses are available for both Nodal and Corporate Licensing” is a valid statement. The selected licensing model determines where licensing is administered and the scope over which entitlement is controlled.

“A Corporate Enterprise license type is for a network of Avaya Aura® Contact Center installations” is also correct because Corporate Enterprise licensing is intended for a multi-site or networked AACC environment. It provides centralized licensing administration for the participating contact-center installations, allowing licensing resources to be managed at the enterprise level.

“The Nodal Enterprise license type controls the licensing for a single Avaya Aura® Contact Center node” correctly describes the Nodal model. In this arrangement, licensing is local to the individual AACC node rather than being centrally controlled across multiple AACC installations. This model suits an independently administered, single-node deployment. For product documentation and lifecycle support resources, consult the [Avaya Documentation Portal](#) and the [Avaya Support site](#).

QUESTION NO: 7

A customer is developing a custom desktop application that must receive Contact Center events and control contacts programmatically.

Which Communication Control Toolkit component provides the programmatic integration interface?

- A. CCT Console
- B. CCT API
- C. CCT Reference Client
- D. Contact Center System Control and Monitor Utility

ANSWER: B

Explanation:

The **CCT API** provides the programmatic interface used by custom applications that integrate with Communication Control Toolkit. Client applications can use the API to obtain contact and resource state information and to request supported contact-control operations. The CCT Console is used for administration, while the Reference Client is intended for validation and testing rather than production custom integration.

Communication Control Toolkit documentation for the deployed release is available from the [Avaya Documentation Portal](#) and [Avaya Support](#).

QUESTION NO: 8

For Avaya Aura Contact Center (AACC) High Availability (HA), you must backup the active server database, restore it onto the standby server and enable shadowing.

Database shadowing does not work if the difference in time between the active and the standby server database is greater than how many hours?

- A. 72 Hours
- B. 48 Hours
- C. 24 Hours
- D. 12 Hours

ANSWER: C

Explanation:

24 Hours is correct. In an Avaya Aura Contact Center High Availability deployment, database shadowing relies on the standby database being restored from a sufficiently recent backup of the active database. The shadowing mechanism uses database transaction information to bring the standby copy forward from the restored point to the current active state. Avaya specifies a maximum 24-hour age difference between the active and standby databases for this process. If the restored standby database is more than 24 hours behind, the transaction information required to synchronize it is no longer available for database shadowing, so the standby server cannot be brought into shadowing using that backup.

This requirement should be incorporated into the HA implementation procedure and operational recovery plan. Before enabling shadowing, administrators should confirm that the backup used for the standby restore was taken within the allowed period and that the servers have appropriate time synchronization. Maintaining current backups is particularly important when rebuilding a standby server after a failure, because an older backup can require a new backup-and-restore cycle before high availability can be re-established. Consult the Avaya Aura Contact Center documentation available through the [Avaya Documentation Portal](#) and the [Avaya Support site](#) for release-specific HA and database-shadowing procedures.

QUESTION NO: 9

Which section under the Agent Desktop Configuration would allow Agent Desktop to move to the front upon arrival of a new contact?

- A. New Contact Presentation
- B. Hot Desking
- C. Logoff Terminal State
- D. Maximum Open Duration

ANSWER: A

Explanation:

New Contact Presentation is the applicable Agent Desktop Configuration section because it controls how the Agent Desktop client presents an incoming contact to an agent. This includes the behavior used to notify the agent when a new contact arrives, such as bringing the Agent Desktop application window to the foreground. Configuring this behavior helps ensure that an agent is immediately made aware of a newly delivered voice, email, or other supported contact, even if the desktop is not currently the active application. The setting is therefore part of contact-presentation and alerting behavior rather than a login, workstation, or session-duration setting. In an Avaya Aura Contact Center implementation, this type of configuration should be reviewed alongside the organization's desktop notification policy and the operating system's foreground-window behavior, since local desktop policies can affect how application focus is handled. Avaya product documentation and release-specific administration material are available through the [Avaya Documentation Portal](#); implementation resources and product support content can also be accessed through [Avaya Support](#).

QUESTION NO: 10

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 operating system.
- 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.

ANSWER: B C D

Explanation:

Avaya Aura® Contact Center Release 7 was deployed on Microsoft Windows Server 2012 R2, making support for that operating system a core platform requirement for a new R7 installation. The R7 implementation and upgrade guidance also requires customers moving from earlier Contact Center releases to migrate onto a new Windows Server 2012 R2 operating system rather than attempting an in-place operating-system upgrade of the existing Contact Center server. This approach provides the supported server baseline for the Contact Center software, its prerequisites, and associated SQL Server components.

A valid Microsoft Windows Server 2012 R2 product key is required as part of installing and activating the Windows operating system. Windows activation is a Microsoft licensing requirement independent of Avaya application licensing, and the server operating system must be properly installed and activated before it can serve as the supported Contact Center platform. These requirements align with Avaya's Release 7 documentation, which identifies the supported Windows Server baseline and migration expectations for upgrades. See the Avaya document at [Avaya Aura Contact Center documentation](#) and Microsoft's [Windows Server activation overview](#).

QUESTION NO: 11

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.

ANSWER: B C D

Explanation:

For an Avaya Aura® Contact Center Release 7 deployment or upgrade, the supported Windows platform is Microsoft Windows Server 2012 R2. This requirement applies to the Contact Center server software and ensures that the operating-system level, prerequisites, and Avaya-supported configuration align with the Release 7 installation design. Consequently, customers moving to Release 7.x must perform the migration onto a new Windows Server 2012 R2 system rather than treating the change as an in-place upgrade of the existing operating system. The installation also requires a valid Microsoft Windows Server 2012 R2 product key, because Windows activation and licensing remain the customer's responsibility when preparing the server for Avaya software installation. These three statements collectively describe the required supported operating-system target, the migration approach for upgrades, and the Microsoft licensing prerequisite. Avaya installation and planning documentation should always be checked against the precise Release 7 service pack and deployment type before implementation, as support requirements can be release-specific. See the Avaya reference material at [Avaya Aura Contact Center documentation](#) and the Avaya product support portal at [Avaya Support](#).

QUESTION NO: 12

Which component is used to add servers in Contact Center Manager Administration (CCMA)?

- A. Configuration
- B. Multimedia
- C. Access and Partition Management
- D. Contact Center Management

ANSWER: A

Explanation:

Configuration is the CCMA component used to define and maintain the contact-center server infrastructure. From its server-related administration area, an administrator adds the servers that CCMA must communicate with and supplies the applicable identity, connection, and deployment details. Registering these servers is a foundational configuration task: it establishes the managed environment before the related contact-center services, resources, and operational data can be administered through CCMA. The Configuration component is therefore the appropriate place to perform initial server addition as well as subsequent server-property maintenance. This aligns with Avaya's Contact Center documentation organization, in which system configuration and server setup are treated as administration and deployment activities. Consult the [Avaya Documentation portal](#) for the Contact Center Manager Administration documentation applicable to the installed release, and use the [Avaya Support site](#) to obtain release-specific implementation guides and documented server configuration procedures.

QUESTION NO: 13

You are configuring Agent Blending for an inbound skillset that shares agents with an outbound campaign.

Which three statements describe the required blending configuration? (Choose three.)

- A. Associate a Skillset Template with the inbound skillset.
- B. Define thresholds for the inbound skillset.
- C. Administer the participating agents in Contact Center Manager Administration.
- D. Create the participating agents only in Proactive Outreach Manager.
- E. Assign a separate route point to every outbound dialing record.

ANSWER: A B C

Explanation:

An inbound skillset participating in Agent Blending is associated with a **Skillset Template**. The template provides the reusable configuration used by the POMBlending Service to monitor inbound activity for that skillset. **Thresholds** are configured to define the inbound-workload conditions that cause agents to move from outbound work to inbound work and subsequently return to outbound activity. Agents used by the blended solution are administered in **Contact Center Manager Administration**, which remains the central administration point for contact center agents and skillset assignments.

Avaya Aura Contact Center and Proactive Outreach Manager documentation is available through the [Avaya Documentation Portal](#).

QUESTION NO: 14

You are deploying Avaya Agent Desktop (AAD) for the first time in a SIP-enabled contact center.

Which configuration step should be performed in Contact Center Management Administration (CCMA) for agents to use AAD?

- A. Assign an AAD login ID and password to each agent.
- B. Enable Agent Desktop integration in each agent's Call Presentation Class.
- C. Associate a domain user account with each agent.
- D. Acquire each agent's telephone.

ANSWER: C

Explanation:

Associate a domain user account with each agent. Avaya Agent Desktop uses the Windows/Active Directory identity of the person signing in to establish the agent's authenticated desktop session. Therefore, during agent administration in Contact

Center Management Administration, the administrator must associate the applicable domain user account with the agent record. This creates the required relationship between the enterprise login identity and the Contact Center agent identity, allowing AAD to identify the user, retrieve the appropriate agent configuration, and complete sign-in to the contact center.

This association is especially important for an initial AAD deployment because AAD is designed to use domain authentication rather than a separately administered AAD-specific user ID and password. The domain account also supports consistent security administration: account lifecycle, password policy, and access control remain managed through the organization's directory service, while CCMA retains the agent's contact-center-specific properties, skills, and permissions. Configure and verify the domain-user-to-agent association before asking agents to launch and sign in through AAD. Avaya product documentation and support materials are available through the [Avaya Documentation Portal](#) and the [Avaya Support site](#).

QUESTION NO: 15

Which service contains the Inbound Message Handler (IMH) component?

- A. Contact Center Multimedia (CCMM) License Service
- B. Contact Center Multimedia (CCMM) Campaign Scheduler Service
- C. Contact Center Multimedia (CCMM) E-mail Manager Service
- D. Contact Center Multimedia (CCMM) Starter Service

ANSWER: C

Explanation:

Contact Center Multimedia (CCMM) E-mail Manager Service is correct because the Inbound Message Handler (IMH) is an e-mail-processing component of Avaya Aura Contact Center Multimedia. It receives and processes incoming e-mail messages, applies the configured processing logic, and makes the resulting multimedia contacts available for handling and routing within the contact center. The E-mail Manager service hosts the components required for e-mail channel operation, including the inbound message-processing capability represented by IMH. During implementation and troubleshooting, this association is important: the E-mail Manager service must be installed, configured, and running for inbound e-mail contacts to be collected and processed correctly. Configuration of mail connectivity, mailboxes, and related e-mail handling settings is therefore validated in the context of the CCMM E-mail Manager service. Avaya publishes Aura Contact Center product documentation and support resources through its official support portal, where the applicable Multimedia installation and maintenance documentation can be selected by release: [Avaya Support](#). The Avaya Aura Contact Center product page is also the central location for release-specific documentation, downloads, and notices: [Avaya Aura Contact Center](#).

QUESTION NO: 16

Which three components of Email Manager work together to retrieve, determine routing, and respond to email messages sent to the contact center? (Choose three.)

- A. The External Message Handler
- B. Open Queue Engine
- C. The Outbound Message Handler
- D. The Rules Engine
- E. The Inbound Message Handler
- F. The Inbound Mail Handler

ANSWER: A B F

Explanation:

Email Manager's email-processing flow uses **The Inbound Mail Handler**, **Open Queue Engine**, and **The External Message Handler** together. The Inbound Mail Handler monitors the configured inbound mailbox and retrieves messages addressed to the contact center. After an email has been collected, Open Queue Engine processes the item in the Email Manager workflow and determines the queue or routing treatment that makes the email available to Contact Center routing. The External Message Handler provides the interface through which Email Manager exchanges email interaction information with the contact center and supports processing of the agent's email response for delivery back to the external email system. These components therefore form the functional path from receipt of an incoming email, through its routing preparation, to handling the completed response. This architecture separates mailbox access, queue and routing processing, and external message exchange so that email interactions can be managed consistently with other Avaya Aura Contact Center contacts. Avaya's product documentation resources are available through the [Avaya Documentation Portal](#) and the [Avaya Support site](#).

QUESTION NO: 17

In an Orchestration Designer Contact Router configuration, which identifier represents the Contact Center Directory Number through which a voice contact can enter the Contact Center application?

- A. CLID
- B. CDR
- C. CDN
- D. ANI

ANSWER: C

Explanation:

A **CDN** is a Contact Center Directory Number. It represents a contact-center access number and can be configured in the Contact Router to direct incoming contacts into the appropriate application or flow. DNIS identifies the dialed number and CLID identifies the calling line, but the Contact Center Directory Number is specifically identified by the CDN entry.

Orchestration Designer and Contact Router documentation is available through the [Avaya Documentation Portal](#).