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QUESTION & ANSWER

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**Exam** : **6210**

**Title** : AvayaAura® ContactCenter Implementation Exam

**Version** : DEMO

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
**Answer:** B

2.From the High Availability (HA) utility under Configuration, which menu selection can be used to validate that the Active and Standby servers are running?
A. Notifications
B. CC Configuration
C. System
D. Server Mode
**Answer:** C

3.When performing a database restore, Avaya Aura® Contact Center (AACC) services must be shut-down before starting the restore.
How are these services shut-down?
A. Use the Stop Shadowing command on the SMMC System Tray to manually shut-down the services.
B. Use the System Control and Monitor utility to manually shut-down the services.
C. The database utility performs the shut-down automatically.
D. Use the Windows Services utility to manually shut-down the services.
**Answer:** A

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\Logs\Common Components\DBMaintenance.log
B. D:\Logs\Common Components\DBMaintenance.log
C. D:\Avaya Aura\Contact Center\Logs\CommonComponents\CC_DBMaintenance.log
D. D:\Avaya\Logs\Common Components\CC_DBMaintenance
**Answer:** B

5.Avaya Agent Desktop (AAD) is installed on the agent PCs, and the customer wants you to enable the licensed Web Based Statistics feature.
After configuring the hostname and port for Web Based Statistics, where do you enable the Web Based Statistics feature?
A. From CCMA > Launchpad > Multimedia > Agent Desktop Configuration > General Settings > Web Statistics
B. From Windows > Apps > Multimedia Dashboard > Web Statistics
C. From CCMA > Launchpad > Configuration > Agent Desktop Configuration > Web Statistics
D. From Windows > Administrative Tools > Services > Web Statistics

**Answer:** C