



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

The customer wants to implement a Contact Center Multimedia (CCMM) to support a multimedia environment. Which two digit function server types could be used for the multimedia architecture? (Choose two).

- A. FTP server
- B. Corporate E-mail server
- C. Corporate Web server
- D. Terminal server

Correct Answer: BC

QUESTION 2

Agents must be associated with appropriate contact center windows user with the Contact Center Manager Administration (CCMA) server. From which CCMA menu component do you add agents?

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

Correct Answer: B

QUESTION 3

An agent with Avaya Aura Agent Desktop cannot log into the Contact Center. The technician needs to verify network connectivity from the agent PC to the Contact Center Multimedia server. Which command is used to verify the physical network connection between agent PC to the CCMM server?

- A. Arp
- B. Ping
- C. Tracert
- D. Ipconfig

Correct Answer: B



QUESTION 4

A technician needs to install a Contact Center Multimedia (CCMM) that is a standalone application on a customer supplied server. The Contact Center must be able to support between 600 and 1000 multimedia agents. Which CPU is recommended for this installation?

- A. 2 x Intel Pentium IV 1.8 GHz
- B. 1 x Intel Celeron 2.0 GHz
- C. 2 x Intel Itanium (IA 64) 2.8 GHz
- D. 2 x Intel Quad-Core Xeon 3.0 GHz

Correct Answer: D

QUESTION 5

A technician has installed Contact Center Multimedia (CCMM) in the contact center and will use Avaya Aura Agent Desktop (AAAD) to respond to customer e-mail contacts. Which three e-mail features are available in the AAAD? (Choose three).

- A. Address book
- B. Voting buttons
- C. Expires after setting
- D. Suggested responses
- E. Autosignature

Correct Answer: ADE

QUESTION 6

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored in the CCMM server database. What two new report types are now available for Report Creation under the public report template folder? (Choose two)

- A. Call-by-Call Reports
- B. Multimedia reports
- C. Configuration Reports
- D. Agent Performance Reports
- E. Outbound Reports
- F. Contact Summary Reports

Correct Answer: BE



QUESTION 7

Which statement about Contact Center Multimedia is true?

- A. It allows SDK for developers to refine Computer Telephony Integration (CTI) applications
- B. It allows supervisors and contact center administrators to manage multimedia traffic
- C. It helps with implementing CTI for installs and browser based web integration
- D. It is used to administer the server and to monitor contact center performance using a browser based interface

Correct Answer: B

QUESTION 8

When verifying the Contact Center Multimedia (CCMM) installation, how would you verify the multimedia database?

- A. Browse to <http://csp/multimedia/ws.Contact.cls> and verify the Web Service ws.Contact Web Page
- B. Ensure that the CCMM services are running
- C. Open the Database Maintenance utility and select "verify database"
- D. Use the Reference Client to send and receive a Multimedia type contact

Correct Answer: A

QUESTION 9

What is the sequence that components use when handling the routing on an E-mail contact with Avaya Aura Contact Center?

- A. E-mailManager> Multimedia Contact Manager Client > CCMM Database > CMS
- B. E-mailManager> CCMM Database > Multimedia Contact Manager Client > CMS
- C. CCMM Database > E-mailManager> Multimedia Contact Manager Client > CMS
- D. CCMM Database > Multimedia Contact Manager Client > E-mailManager> CMS

Correct Answer: B



QUESTION 10

A technician has installed Communication Control Toolkit (CCT). Which three elements are added to the event viewer?
(Choose three)

- A. NCCT Call Log
- B. NCCT Security
- C. NCCT Audit Log
- D. NCCT Error Log
- E. NCCT System Log

Correct Answer: BCD

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