6209^{Q&As}

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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

A customer wants to implement Contact Center Multimedia (CCMM) but is worried about security. Given the information in the exhibit, what should be done to enable rollback to the current Windows firewall policy before importing the Avaya Aura Contact Center firewall policy?

A. Export the existing firewall policy

B. Manually modify the firewall settings

C. Restore a saved firewall policy

D. Use the Microsoft default firewall

Correct Answer: A

QUESTION 3

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 4

E-mail server contacts are retrieved from a POP3 capable email server using the Inbound Message Handler (IMH). The IMH runs at regular intervals. Which two settings can be configured for IMH? (Choose two).

A. Time between intervals

B. E-mail message response threshold

C. Number of e-mails retrieved from the mailbox during each run

D. Callback minimum and maximum timers

Correct Answer: AC

QUESTION 5

A technician is installing a Contact Center Multimedia for a Contact Center installation. Which statement about the minimum requirement for a network connection is true?

A. No connections arefineeded

B. One connection is needed

C. Two connections arefineeded, with one connection on the ELAN subnet

D. Three connections arefineeded, with one connection on the ELAN subnet, and one connection for the server subnet

Correct Answer: A

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