6209^{Q&As}

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Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

The routing rules in Contact Center Multimedia (CCMM) make several complex decisions to decide the handling and routing of the multimedia contacts. What are three things that refer to the routing rules? (Choose three).

A. KeyWord Group

B. Priority

C. ToAddress

D. FromAddress

E. Skillset

Correct Answer: ACD

QUESTION 2

Open Queue is part of what Communication Control Toolkit subcomponent?

A. JAVA API

B. Advanced Scripting

C. Lite Communication Control Toolkit API

D. Contact Management Framework

Correct Answer: D

QUESTION 3

A technician is installing the Avaya Aura Agent Desktop (AAAD) on an agent computer. Which three prerequisite software packages are installed as part of this installation? (Choose three).

A. Microsoft Visual Basic 6.0

B. Microsoft .NET Framework 3.5

C. Windows Installer 3.1 Redistributable (v2)

D. Microsoft Visual C++ 2008 Redistributable Package (x86)

E. Windows Installer CleanUp Utility 2.5.0.1

Correct Answer: BCD

QUESTION 4

A network drive is being mapped that will be used to setup the Contact Center Multimedia database. The following information is provided:

The Contact Center Multimedia server name is CCMM001 The Contact Center Multimedia server IP address is 192.167.140.15 The backup server name is backup004 The backup server IP address is 192.167.140.20 The backup folder name is dbbackup

What is the UNC path for the mapped network drive?

A. \192.167.140.15\dbbackup

B. \CCMM001\dbbackup

C. \192.167.140.20\dbbackup

D. \dbbackup\backup004

Correct Answer: B

QUESTION 5

A customer with Contact Center Multimedia (CCMM) installed needs to create, modify and monitor outbound campaigns. Which CCMM tool, accessed from the Contact Center Management Administration (CCMA) application can provide this functionality?

A. The Multimedia Contact manager

B. The Contact Center Multimedia Administrator

C. The E-mail Manager

D. The Outbound Campaign management Tool

Correct Answer: D