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Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

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 2

A technician has installed Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM), Contact Center Manager Server (CCMS) and Contact Center Manager Administration (CCMA). The customer would like to create scripts or graphical ows to verify contacts in Contact Center. Which component of the CCMA would be used to create ows?

A. Configuration

B. Contact Center Management

C. Orchestration Designer

D. Access and Partition Management

Correct Answer: C

QUESTION 3

You are planning a co-resident Avaya Aura Contact Center with Contact Center Multimedia. You know that the co-resident installation will have greater hardware requirements than a standalone installation. What tool will you use to access the server hardware requirements for this installation?

A. Avaya Aura Contact Center AACC Multimedia Administrative Tool

B. AACC Manager Capacity Assessment Tool

C. AACC Multimedia Web Administration Tool

D. AACC Manager Capacity Enablement Tool

Correct Answer: B

QUESTION 4

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

QUESTION 5

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

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