



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

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 2

A technician has installed Contact Center Multimedia (CCMM) within the Contact Center environment. Multimedia skillsets must be defined in the Contact Center Administration (CCMA) for multimedia routing to occur. What name convention differentiates multimedia skillsets from voice skillsets?

- A. Add a multimedia suffix to the skillset name
- B. Add a multimedia prefix to the skillset name
- C. Add a multimedia disposition code to the skillset name
- D. Add multimedia to the skillset name.

Correct Answer: B

QUESTION 3

A new install of Contact Center Multimedia (CCMM) is configured properly and is operational. The technician wants to perform a backup of the CCMM database. Which tool is used to perform the backup?

- A. Database Maintenance utility
- B. RefClient
- C. High Availability



D. Data export utility

Correct Answer: A

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

The technician needs to install an Avaya Aura Contact center in a co-resident configuration to support a contact center with less than 200 agents or less than 12000 calls per hour. The Contact Center Support Multimedia Outbound and Universal Networking. The co-resident applications link through Contact Center Manager Server, License Manager, Contact Center Manager infrastructure, Communication Control Toolkit, Contact Center Multimedia, Server Utility and Avaya Media Server. For this installation, what is the drive letter and size of the hard disk partition required for the Avaya Aura Contact Center application?

- A. C:\ and 60 GB
- B. D:\ and 80 GB
- C. E:\ and 120 GB
- D. F:\ and 300 GB

Correct Answer: B
