6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

A technician is preparing to do his partitioning on a co-resident Contact Center Manager Server (CCMS). All database drives must be partitioned in what size increments?

A. 1 GB

B. 2 GB

C. 3 GB

D. 4 GB

Correct Answer: A

QUESTION 2

A technician is installing a Contact Center Multimedia (CCMM) on a standalone server platform. The PVI Check utility returns a warning of a system readiness check problem. Which statement about warnings in the system readiness checks warning is true?

A. The software installation stops the problem and must be corrected before proceeding

B. The software installation stops and before proceeding, a step must be chosen from each warning screen as long as potential impact to confirmation that Contact Center is undisturbed

C. The software installation stops and the PVI check utility must be rerun until all warnings are cleared

D. The warnings can be ignored as long as the potential impact to the operation of the Contact Center is understood and not deemed to be applicable for the

Correct Answer: D

QUESTION 3

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 4

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 5

A technician is configuring a Windows 2008 operating system for a co-resident Avaya Aura Contact Center installation which will be deployed in a Windows domain. Which two rules apply to the server name? (Choose two)

A. Use (_) or (-) allowed within any part of the name

B. The total length of name is not to be more than 26 characters

C. The computer name must be unique on the domain

D. The NetBIOS name must match to the computer name

Correct Answer: CD

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