



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

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 2

A technician has installed Contact Center Multimedia (CCMM) in the contact center and will use Avaya Aura Agent Desktop (AAAD) to respond to customer e-mail contacts. Which three e-mail features are available in the AAAD? (Choose three).

- A. Address book
- B. Voting buttons
- C. Expires after setting
- D. Suggested responses
- E. Autosignature

Correct Answer: ADE

QUESTION 3

A technician has installed Communication Control Toolkit (CCT) and wants to import Windows users from the customers network. In order to import Windows domain users into the CCT database, what two criteria must exist between the CCT server and the Windows Domain Controller? (Choose two).

- A. The users are local users on the Communication Control Toolkit server
- B. The Windows users are in the same domain as the Communication Control Toolkit server
- C. A two-way trust relationship is configured between the Window user\\s domain Communication Control Toolkit server\\s domain
- D. The Windows users are in a separate and untrusted domain from the Communication Control Toolkit server

Correct Answer: BC



QUESTION 4

When verifying the Contact Center Multimedia (CCMM) installation, how would you verify the multimedia database?

- A. Browse to <http://csp/multimedia/ws.Contact.cls> and verify the Web Service ws.Contact Web Page
- B. Ensure that the CCMM services are running
- C. Open the Database Maintenance utility and select "verify database"
- D. Use the Reference Client to send and receive a Multimedia type contact

Correct Answer: A

QUESTION 5

A technician has completed a Communication Control Toolkit (CCT) installation. What post install task must be undertaken in order to prevent undesirable issues which may interfere with normal operation of the contact center?

- A. Disable TCP port
- B. Disable Simple Network Management Protocol
- C. Disable the Secure Access Link
- D. Disable Java Runtime Environment updates

Correct Answer: D

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