6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

The customer wants to implement a Contact Center Multimedia (CCMM) to support a multimedia environment. Which two digit function server types could be used for the multimedia architecture? (Choose two).

A. FTP server

B. Corporate E-mail server

C. Corporate Web server

D. Terminal server

Correct Answer: BC

QUESTION 2

A customer has multiple Contact Center Manager Server (CCMS) servers which arefinetworked and operate as a single distributed contact center. Which component manages the Network Skill-based Routing configuration and communication between the servers?

A. Network Contact Center

B. Network Capacity Center

C. Network Control Center

D. Network Communication Center

Correct Answer: C

QUESTION 3

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 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

When treating emails through Contact Center Multimedia (CCMM), you have identified that there is an added email service that can handle inbound and outbound messages. What type of protocol handles outbound messaging?

A. OMH

B. POP3

C. SMTP

D. IMH

Correct Answer: C

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