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Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

Users of the Outbound Campaign Management Tool require access rights to the Outbound component. Which component within the Center Manager Administration would the user be assigned Launchpad

option access?

A. Configuration

B. Access and Partition Management

C. Contact Center Management

D. Multimedia

Correct Answer: A

QUESTION 2

Which Avaya Aura® Contact Center component requires the Communication Control Toolkit and Contact Center Multimedia components?

A. Avaya Agent Desktop

B. Contact Center Manager Server

C. Contact Center Manager Administration

D. Session Initiation Protocol

Correct Answer: B

QUESTION 3

A Contact Center Supervisor is creating an outbound campaign. Where is the outbound campaign loaded?

A. It is loaded on external database.

B. It is loaded on the Communication Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue.

C. It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue.

D. It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue.

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/100093170

QUESTION 4

A user is assigning a skillset to a call while creating a new outbound campaign. What is the result if the skillset field is left blank?

A. The campaign stops functioning.

B. The campaign will not be created.

C. The campaign will not receive data.

D. The campaign will receive calls but no agent is assigned.

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/101059059

QUESTION 5

When configuring Contact Center Multimedia (CCMM) Email routing, you can create user-defined rules to determine how the email contact will be routed. Which three routing options can be applied? (Choose three.)

A. the Skillset the Email was sent to (skillset groups)

B. who the Email was sent from (sender groups)

C. when the Email was received (office hours)

D. what priority the Email was sent with (priority groups)

E. specific characters, words or phrases in the Email message (keywords)

Correct Answer: BCE

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