



6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

You need to install Avaya Agent Desktop (AAD) on an Agent's desktop computer. Which URL location will you enter to access the AAD Web page to start the AAD installation?

- A. <http://agentdesktop> where is the server name or IP Address of the Contact Center Manager Server (CCMS)
- B. <http://agentdesktop> where is the server name or IP Address of the Avaya Aura® Application Enablement Server
- C. <http://agentdesktop> where is the server name or IP Address of the Contact Center Multimedia (CCMM) Server
- D. <https://support.avaya.com> web site

Correct Answer: D

QUESTION 2

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 3

During the Avaya Aura® Contact Center Agent Desktop installation the CCT Log Level was set to Off. Which page allows you to change the CCT Log Level settings if a configuration mistake was made during installation?

- A. Agent Desktop Configuration, General Settings, Advanced Settings
- B. Agent Desktop Configuration, General Settings
- C. Agent Desktop Configuration, User Settings
- D. Agent Desktop Configuration, Resources

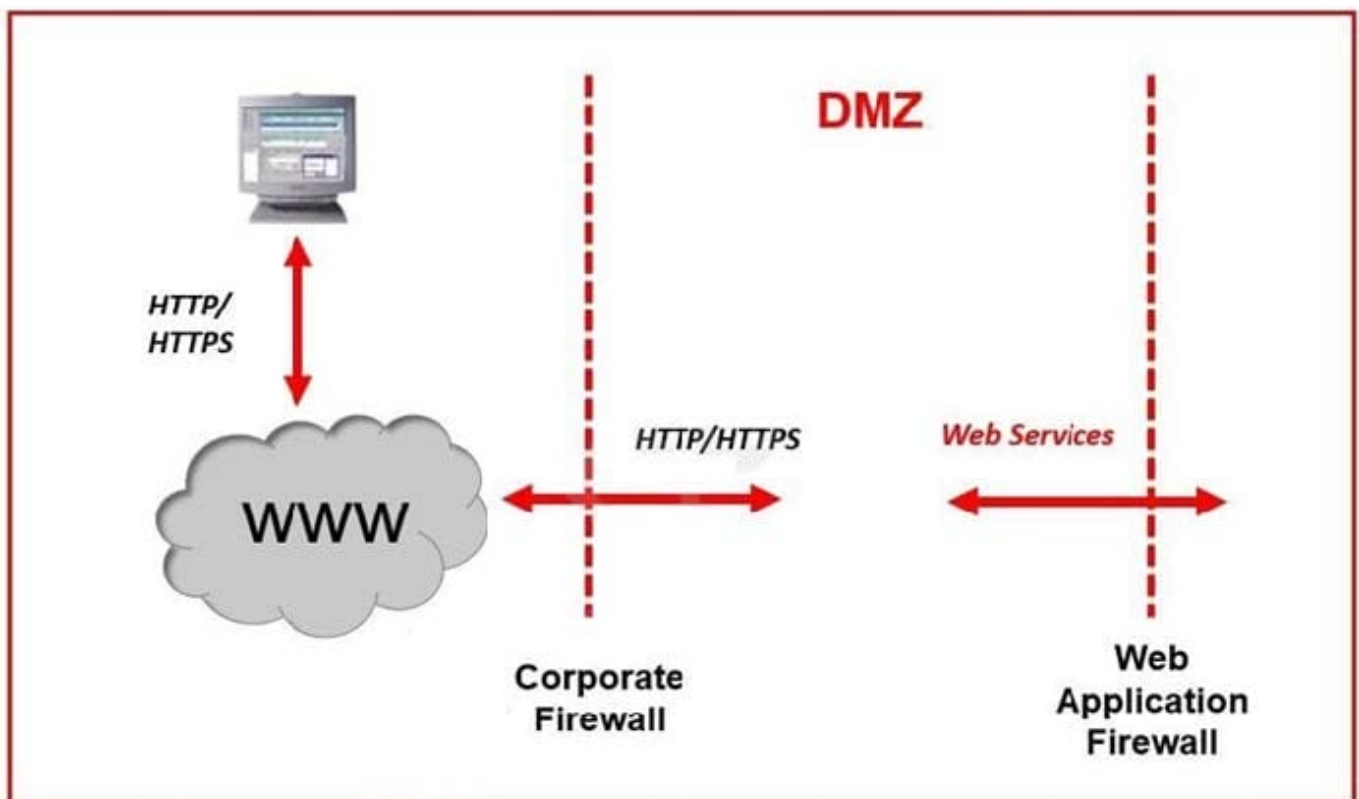
Correct Answer: A



Reference: <https://downloads.avaya.com/css/P8/documents/100142076>

QUESTION 4

Refer to the exhibit. A customer is using Contact Center Multimedia (CCMM) to provide Web Services or integrating Web Chat with their Contact Center. They have created a DMZ to protect the Avaya Aura® Contact Center (AACC) server and the Corporate Web Server by deploying a Corporate Firewall and a Web Application Firewall. What is the recommended placement of the AACC Voice and Multimedia server in relation to the Corporate Web Server where the customer facing Web Chat Application resides?



- A. Place the AACC Server inside the DMZ between the Corporate Firewall and the Web Application Firewall. Place the Corporate Web Server inside the Web Application Firewall.
- B. Place both the AACC Server and the Corporate Web Server outside of the Corporate Firewall.
- C. Place both the AACC Server and the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.
- D. Place the AACC Server inside of the Web Application Firewall. Place the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.

Correct Answer: A

QUESTION 5



You have been asked to generate outbound and multimedia reports based on data stored within the Contact Center Multimedia (CCMM) database. You must also access multimedia data sources through the Report Creation Wizard for reporting customization. The CCMM server has been added through the Contact Center Manager Administration (CCMA). Which additional step is required to complete this task?

- A. Assign the CCMM server as a reporting server for the Contact Center Manager Server (CCMS).
- B. Add the Communication Control Toolkit (CCT) server through the CCMA.
- C. Add the Microsoft Exchange server through the CCMA.
- D. Assign the CCT server as a reporting server for the CCMS.

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101017378>

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