



6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

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 2

Which Communication Control Toolkit server software component is used to import bulk resources from the Windows server into the CCT database?

- A. CCT Console
- B. CCT Trace Control
- C. CCT Reference Client
- D. CCT API

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101017434>

QUESTION 3

You have launched the Contact Center Multimedia (CCMM) Administration utility. Which three settings can be configured on the CCMM Administration General Administration page? (Choose three.)

- A. Web Comms
- B. Agent
- C. Skillset
- D. Server
- E. Email

Correct Answer: BCD



QUESTION 4

A customer wants to implement a Voice and Multimedia Contact Center. In addition to the Avaya Aura® Contact Center (AACC) server, which two functional server types can be integrated into the Voice and Multimedia Contact Center architecture? (Choose two.)

- A. Terminal server
- B. Corporate Web server
- C. Corporate Email server
- D. FTP server

Correct Answer: BD

QUESTION 5

Which Avaya Aura® Contact Center component is the application agents used to handle voice and non-voice contacts?

- A. Contact Center Multimedia (CCMM)
- B. Avaya Agent Desktop (AAD)
- C. Contact Center Manager Server (CCMS)
- D. Contact Center Manager Administration (CCMA)

Correct Answer: C

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