



6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

You have installed an Avaya Aura® Contact Center (AACC) system with Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM). Which component is responsible for pushing the non-voice contacts to Avaya Aura® Agent Desktop?

- A. ????
- B. CCMS
- C. CCT
- D. C?MA

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101061121>

QUESTION 2

Which Avaya Aura® Contact Center component manages all media processing for the contact center including playing messages and collecting DTMF digits?

- A. Avaya Aura® Media Server (AAMS)
- B. Contact Center Manager Server (CCMS)
- C. SIP
- D. Communication Control Toolkit (CCT)

Correct Answer: A

QUESTION 3

In a Voice and Multimedia Contact Center, incoming email messages are read from the Email server, processed using email rules, and are stored in a multimedia database. Which component, installed on Contact Center Multimedia (CCMM), connects to the Email server at regular intervals to access configured mailboxes?

- A. the Multimedia Administrator
- B. the Email Manager
- C. the Multimedia Database
- D. the Outbound Campaign Management Tool

Correct Answer: B



QUESTION 4

When handling Contact Center Multimedia (CCMM) Email contact, which component logs on to the outbound mailboxes on the Email server and sends out messages such as Auto-acknowledgements, Auto-replies, or Agent composed replies?

- A. the Outbound Campaign Management Tool
- B. the Outbound Message Handler
- C. the Inbound Message Handler
- D. the Rules Engine

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101059085>

QUESTION 5

Which Avaya Aura® Contact Center component is required for Contact Center Multimedia deployment?

- A. API Server
- B. Agent Desktop
- C. SIP Connector
- D. Avaya Aura® Media Server

Correct Answer: D

QUESTION 6

When you installed the Contact Center software, a set of default or sample applications are installed. Which are two of the three default or sample applications? (Choose two.)

- A. ContactFlow
- B. Primary
- C. Secondary
- D. MultimediaFlow

Correct Answer: BD



QUESTION 7

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 8

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 9

The Data Import and Export tool is used to import bulk resources from the Windows network into the CCT database. Which file types are used to export resource configuration data from the Windows network for data analysis?

- A. Single standard XML file or flattened XML file
- B. Single standard HTML file or flattened HTML file
- C. Single standard CSV file or flattened CSV file
- D. Single standard XSD file or flattened XSD file



Correct Answer: A

QUESTION 10

Which component manages the states of contacts, agents, terminals, and addresses used for assigning contacts?

- A. CCT Client Applications
- B. Contact Management Framework (CMF)
- C. CCT API
- D. SIP Connector

Correct Answer: B

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