

# 6209<sup>Q&As</sup>

Avaya Aura Contact Center CCT and Multimedia Implementation

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**QUESTION 1**

It is recommended that third-party software not be installed on a Communication Control Toolkit (CCT) server because untested third-party software compromises the system performance. What is an exception to this rule?

- A. Screen savers
- B. Microsoft Office suite
- C. Antivirus software
- D. Disk compression utilities

Correct Answer: C

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**QUESTION 2**

The customer with Contact Center Multimedia (CCMM) installed and configured does not get emails to agents when logged in on the inbound skillset with AAAD. Which three system parameters can be checked in the CCMM dashboard to troubleshoot this problem? (Choose three).

- A. Server Availability
- B. CCMM Server performance
- C. Mailbox status
- D. CCMM Contacts by Type
- E. Maximum contact wait time

Correct Answer: ABD

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**QUESTION 3**

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored in the CCMM server database. What two new report types are now available for Report Creation under the public report template folder? (Choose two)

- A. Call-by-Call Reports
- B. Multimedia reports
- C. Configuration Reports
- D. Agent Performance Reports

E. Outbound Reports

F. Contact Summary Reports

Correct Answer: BE

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#### QUESTION 4

You have completed the co-resident installation including Contact Center Manager Administration (CCMA), Contact Center Manager Server (CCMS) and Communication Control Toolkit (CCT). What action is required to set the deployment type in the CCT console?

- A. Select the standalone CCT installation (Contact Center only) where CCMM is part of the solution and the OpenQ feature is enabled on the CCMM
- B. Select the CCT Installation (Contact Center only) co-resident where CCMM is not part of the solution and the OpenQ feature is disabled on the CCMS
- C. If CCT is installed co-resident with CCMS, the setting is configured automatically, no action is required to set the deployment type
- D. Select the standalone CCT installation (Contact Center or Knowledge Worker) where CCMM is not part of the solution and the OpenQ feature is disabled on

Correct Answer: A

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#### QUESTION 5

A customer is using Contact Center Multimedia (CCMM) to provide web services for integrating with their Contact Center. They have three domains, one contains Contact Manager Server (CCMS), one contains Communication Control Toolkit (CCT) and one contains Avaya Aura Agent Desktop (AAAD). Which two statements describe the conditions that are required? (Choose two).

- A. The AAAD domain must have a two-way trust relationship with CCMM domain
- B. The CCT domain must have a two-way trust relationship with both the CCMM and the AAAD domains
- C. The CCMM domain must have a two-way trust relationship with both the CCT and the AAAD domains
- D. The CCT and CCMM servers must be in a different domain to the AAAD users

Correct Answer: BC

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