

6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

A network drive is being mapped that will be used to setup the Contact Center Multimedia database. The following information is provided:

The Contact Center Multimedia server name is CCMM001 The Contact Center Multimedia server IP address is 192.167.140.15 The backup server name is backup004 The backup server IP address is 192.167.140.20 The backup folder name is dbbackup

What is the UNC path for the mapped network drive?

- A. \\192.167.140.15\dbbackup
- B. \\CCMM001\dbbackup
- C. \\192.167.140.20\dbbackup
- D. \\dbbackup\backup004

Correct Answer: B

QUESTION 2

When verifying the installation using the Communication Control Toolkit (CCT) reference client. A message is received stating that the server is not authorized for the CCT database even though the agent is configured correctly in the Contact Center Manager Administration (CCMA) utility. What is the process to verify that the user data was pushed in CCT database correctly?

- A. Use the CCT Console and import Windows accounts to verify that the account exists in the domain
- B. Remove and re-configure the agent using the Contact Center Manager Administration Utility
- C. Use the CCT WebAdmin to verify that the agent and the user account are associated
- D. Check the CCT Console and the deployment type for the Contact Center Manager server IP addresses

Correct Answer: A

QUESTION 3

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

QUESTION 4

A technician has installed Contact Center Multimedia (CCMM) in the contact center and will use Avaya Aura Agent Desktop (AAAD) to respond to customer e-mail contacts. Which three e-mail features are available in the AAAD? (Choose three).

- A. Address book
- B. Voting buttons
- C. Expires after setting
- D. Suggested responses
- E. Autosignature

Correct Answer: ADE

QUESTION 5

A technician has installed Contact Center Multimedia (CCMM) within the Contact Center environment. Multimedia skillsets must be defined in the Contact Center Administration (CCMA) for multimedia routing to occur. What name convention differentiates multimedia skillsets from voice skillsets?

- A. Add a multimedia suffix to the skillset name
- B. Add a multimedia prefix to the skillset name
- C. Add a multimedia disposition code to the skillset name
- D. Add multimedia to the skillset name.

Correct Answer: B

QUESTION 6

The technician needs to install an Avaya Aura Contact center in a co-resident configuration to support a contact center with less than 200 agents or less than 12000 calls per hour. The Contact Center Support Multimedia Outbound and Universal Networking. The co-resident applications link through Contact Center Manager Server, License Manager,

Contact Center Manager infrastructure, Communication Control Toolkit, Contact Center Multimedia, Server Utility and Avaya Media Server. For this installation, what is the drive letter and size of the hard disk partition required for the Avaya Aura Contact Center application?

- A. C:\ and 60 GB
- B. D:\ and 80 GB
- C. E:\ and 120 GB
- D. F:\ and 300 GB

Correct Answer: B

QUESTION 7

A technician has installed Communication Control Toolkit (CCT) and wants to import Windows users from the customers network. In order to import Windows domain users into the CCT database, what two criteria must exist between the CCT server and the Windows Domain Controller? (Choose two).

- A. The users are local users on the Communication Control Toolkit server
- B. The Windows users are in the same domain as the Communication Control Toolkit server
- C. A two-way trust relationship is configured between the Window user\\s domain Communication Control Toolkit server\\s domain
- D. The Windows users are in a separate and untrusted domain from the Communication Control Toolkit server

Correct Answer: BC

QUESTION 8

You have installed an Avaya Aura Contact Center System with Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM). The customer has started using an outbound campaign, but an available agent is not presented in outbound contacts. Which component presents the outbound contacts to the agent through Avaya Aura Agent Desktop?

- A. CCMS
- B. CCT
- C. CCMM
- D. CCMA

Correct Answer: B

QUESTION 9

Open Queue is part of what Communication Control Toolkit subcomponent?

- A. JAVA API
- B. Advanced Scripting
- C. Lite Communication Control Toolkit API
- D. Contact Management Framework

Correct Answer: D

QUESTION 10

Which statement regarding Contact Center Multimedia (CCMM) transactions and agent capacity are true?

- A. CCMM supports up to 12000 transactions per hour with a maximum of 500 active multimedia agents
- B. CCMM supports up to 1200 transactions per hour with a maximum of 200 active multimedia agents
- C. CCMM supports up to 6000 transactions per hour with a maximum of 800 active multimedia agents
- D. CCMM supports up to 12000 transactions per hour with a maximum of 3000 active multimedia agents
- E. CCMM supports up to 8000 transactions per hour with a maximum of 800 active multimedia agents

Correct Answer: D

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