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

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

QUESTION 3

You want to perform a backup of the Contact Center database. Which tool do you use to perform the backup?

A. Database Maintenance utility

B. RefClient

C. High Availability

D. Data export utility

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/100141967#:~:text=Backup%
20informationandtext=You%20can%20use%20the%20Database,and%20Contact%20Center%20Multimedia
%20servers

QUESTION 4

What is required when configuring an Email skillset in the Contact Center Multimedia Administration Tool?

A. the assignment of a route point for each email skillset

B. the assignment of a script for each email skillset

C. the assignment of a vector for each email skillset

D. the assignment of an open queue for each email skillset

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101017374

QUESTION 5

You need to launch the CCT Web Administration Client to perform administrative tasks. How do you access the CCT Web Administration Client?

A. On the CCMA Launchpad select: Configuration > Select the CCT server > click CCT Administration > Click the links.

B. Open a web browser and browse to http:///CCTConsole, where is the name of the CCMS server.

C. On the Avaya Aura® Contact Center (AACC) server click: Start > Avaya > Contact Center > Communication Control Toolkit > Ref Client.

D. On the System Control and Monitor utility > select the CCT tab > click Launch CCT Console button.

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101017333

QUESTION 6

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

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QUESTION 7

Where are all agents used in the Avaya Aura® Contact Center POM integration administered?

A. Avaya IQ

B. Avaya Aura® Experience Portal

C. Avaya Proactive Outreach Manager

D. Contact Center Manager Administration

Correct Answer: C

QUESTION 8

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored within the CCMM server database. Which two new report types are now available for report creation under the Public Report Template folder? (Choose two.)

A. Configuration Reports

B. Call-by-Call Reports

C. Multimedia Reports

D. Agent Performance Reports

E. Outbound Reports

F. Contact Summary Reports

Correct Answer: CE

QUESTION 9

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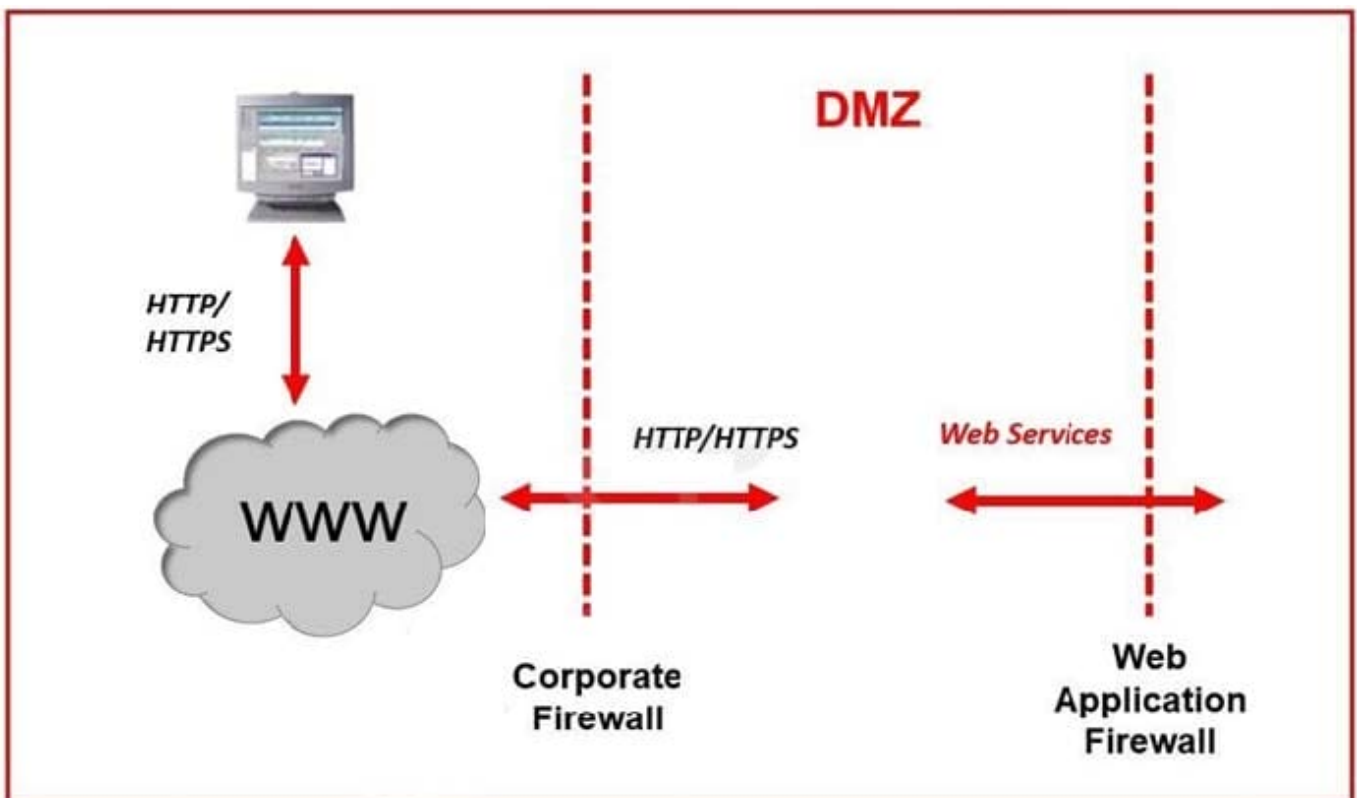
A. CCT Console

B. CCT Trace Control

C. CCT Reference Client

D. CCT API

Correct Answer: A

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

QUESTION 10

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