6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

You have installed Communication Control Toolkit (CCT) and need to add the CCT server in the Contact Center Administration (CCMA) web interface and associate it to a Contact Center Manager Server (CCMS). After adding the CCT server, you are unable to associate it with the CCMS, what is a problem with this installation?

A. No CCT users have been created

B. The CCT server does not have valid licenses

C. The CCT server has not been added in CCMA

D. Open Queue has not been enabled on the CCMS

Correct Answer: D

QUESTION 2

A new install of Contact Center Multimedia (CCMM) is configured properly and is operational. The technician wants to perform a backup of the CCMM database. Which tool is used to perform the backup?

A. Database Maintenance utility

B. RefClient

C. High Availability

D. Data export utility

Correct Answer: A

QUESTION 3

When verifying the Contact Center Multimedia (CCMM) installation, how would you verify the multimedia database?

A. Browse to http:///csp/multimedia/ws.Contact.cls and verify the Web Service ws.Contact Web Page

B. Ensure that the CCMM services are running

C. Open the Database Maintenance utility and select "verify database"

D. Use the Reference Client to send and receive a Multimedia type contact

Correct Answer: A

QUESTION 4

A technician has installed Communication Control Toolkit (CCT). Which three elements are added to the event viewer? (Choose three)

A. NCCT Call Log

B. NCCT Security

C. NCCT Audit Log

D. NCCT Error Log

E. NCCT System Log

Correct Answer: BCD

QUESTION 5

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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