6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

A technician needs to install a Contact Center Multimedia (CCMM) that is a standalone application on a customer supplied server. The Contact Center must be able to support between 600 and 1000 multimedia agents. Which CPU is recommended for this installation?

A. 2 x Intel Pentium IV 1.8 GHz

B. 1 x Intel Celeron 2.0 GHz

C. 2 x Intel Itanium (IA 64) 2.8 GHz

D. 2 x Intel Quad-Core Xeon 3.0 GHz

Correct Answer: D

QUESTION 2

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 3

A technician is installing the Avaya Aura Agent Desktop (AAAD) on an agent computer. Contact Center Multimedia (CCMM) is not installed on this solution. When browsing, where can the AAAD installation page be found?

A. http:///agentdesktop where is the server name or IP address of the Contact Center Manager Administration server

B. http:///agentdesktop where is the server name or IP address of the Contact Center Multimedia server

C. http:///agentdesktop where is the server name or IP address of the Communication Control Toolkit server

D. http://support.avaya.com Web site

Correct Answer: C

QUESTION 4

A technician is preparing to do his partitioning on a co-resident Contact Center Manager Server (CCMS). All database drives must be partitioned in what size increments?

A. 1 GB

B. 2 GB

C. 3 GB

D. 4 GB

Correct Answer: A

QUESTION 5

Which service provides the current interface into the database for all Communication Control Toolkit (CCT) services?

A. NCCT SMON

B. NCCT DAL

C. NCCT server

D. NCCT OI Service

Correct Answer: C

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