



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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**QUESTION 1**

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 2

Windows 2008 enables the firewall if connected to a domain. What does Avaya recommend to ensure client server connectivity?

- A. Add the Communication Control Toolkit (CCT) portal to the Windows 2008 firewall exception list
- B. Import the Avaya Aura Contact Center firewall security policy
- C. Disable the firewall
- D. Disable the anti-virus software that is installed

Correct Answer: B

QUESTION 3

When treating emails through Contact Center Multimedia (CCMM), you have identified that there is an added email service that can handle inbound and outbound messages. What type of protocol handles outbound messaging?

- A. OMH
- B. POP3
- C. SMTP
- D. IMH

Correct Answer: C



QUESTION 4

A customer wants to implement Contact Center Multimedia (CCMM) but is worried about security. Given the information in the exhibit, what should be done to enable rollback to the current Windows firewall policy before importing the Avaya Aura Contact Center firewall policy?

- A. Export the existing firewall policy
- B. Manually modify the firewall settings
- C. Restore a saved firewall policy
- D. Use the Microsoft default firewall

Correct Answer: A

QUESTION 5

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

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