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Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

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 2

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 3

A technician has completed a Communication Control Toolkit (CCT) installation. What post install task must be undertaken in order to prevent undesirable issues which may interfere with normal operation of the contact center?

A. Disable TCP port

B. Disable Simple Network Management Protocol

C. Disable the Secure Access Link

D. Disable Java Runtime Environment updates

Correct Answer: D

QUESTION 4

The customer wants to implement a Contact Center Multimedia (CCMM) to support a multimedia environment. Which two digit function server types could be used for the multimedia architecture? (Choose two).

A. FTP server

B. Corporate E-mail server

C. Corporate Web server

D. Terminal server

Correct Answer: BC

QUESTION 5

A technician is configuring a Windows 2008 operating system for a co-resident Avaya Aura Contact Center installation which will be deployed in a Windows domain. Which two rules apply to the server name? (Choose two)

A. Use (_) or (-) allowed within any part of the name

B. The total length of name is not to be more than 26 characters

C. The computer name must be unique on the domain

D. The NetBIOS name must match to the computer name

Correct Answer: CD

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