



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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**QUESTION 1**

Which statement about Contact Center Multimedia is true?

- A. It allows SDK for developers to refine Computer Telephony Integration (CTI) applications
- B. It allows supervisors and contact center administrators to manage multimedia traffic
- C. It helps with implementing CTI for installs and browser based web integration
- D. It is used to administer the server and to monitor contact center performance using a browser based interface

Correct Answer: B

QUESTION 2

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 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**

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

QUESTION 5

A customer is using Contact Center Multimedia (CCMM) to provide web services for integrating with their Contact Center. They have three domains, one contains Contact Manager Server (CCMS), one contains Communication Control Toolkit (CCT) and one contains Avaya Aura Agent Desktop (AAAD). Which two statements describe the conditions that are required? (Choose two).

- A. The AAAD domain must have a two-way trust relationship with CCMM domain
- B. The CCT domain must have a two-way trust relationship with both the CCMM and the AAAD domains
- C. The CCMM domain must have a two-way trust relationship with both the CCT and the AAAD domains
- D. The CCT and CCMM servers must be in a different domain to the AAAD users

Correct Answer: BC

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