6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

A technician needs to install Avaya Aura Contact Center Communication Control Toolkit (CCT) in a standalone application on a customer supplied server that has 4GB RAM installed. Which action should be taken?

A. Accept the server because the RAM provided meets the recommended minimum

B. Inform the customer that the minimum recommended RAM for this installation is 6 GB

C. Inform the customer that the minimum recommended RAM for this installation is 8 GB

D. Use the Capacity Assessment Tool (Cap Tool) to verify that the 4GB RAM provided with the server meets the contact center capacity requirements

Correct Answer: D

QUESTION 2

E-mail server contacts are retrieved from a POP3 capable email server using the Inbound Message Handler (IMH). The IMH runs at regular intervals. Which two settings can be configured for IMH? (Choose two).

A. Time between intervals

B. E-mail message response threshold

C. Number of e-mails retrieved from the mailbox during each run

D. Callback minimum and maximum timers

Correct Answer: AC

QUESTION 3

A technician is installing the Avaya Aura Agent Desktop (AAAD) on an agent computer. Which three prerequisite software packages are installed as part of this installation? (Choose three).

A. Microsoft Visual Basic 6.0

B. Microsoft .NET Framework 3.5

C. Windows Installer 3.1 Redistributable (v2)

D. Microsoft Visual C++ 2008 Redistributable Package (x86)

E. Windows Installer CleanUp Utility 2.5.0.1

Correct Answer: BCD

QUESTION 4

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

QUESTION 5

A technician has installed Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM), Contact Center Manager Server (CCMS) and Contact Center Manager Administration (CCMA). The customer would like to create scripts or graphical ows to verify contacts in Contact Center. Which component of the CCMA would be used to create ows?

A. Configuration

B. Contact Center Management

C. Orchestration Designer

D. Access and Partition Management

Correct Answer: C