

6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

You have installed the Avaya Aura® Contact Center software and you are now preparing to test the software connections. What are two functions of the Reference Client? (Choose two.)

- A. Testing CTI connections
- B. Making phone calls
- C. Testing SIP connections
- D. Transferring phone calls

Correct Answer: BD

QUESTION 2

During the Avaya Aura® Contact Center Agent Desktop installation the CCT Log Level was set to Off. Which page allows you to change the CCT Log Level settings if a configuration mistake was made during installation?

- A. Agent Desktop Configuration, General Settings, Advanced Settings
- B. Agent Desktop Configuration, General Settings
- C. Agent Desktop Configuration, User Settings
- D. Agent Desktop Configuration, Resources
- Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/100142076

QUESTION 3

Which component manages the states of contacts, agents, terminals, and addresses used for assigning contacts?

- A. CCT Client Applications
- B. Contact Management Framework (CMF)
- C. CCT API
- D. SIP Connector
- Correct Answer: B



QUESTION 4

Which Orchestration Designer Call Processing commands may be used in an application designed for Outbound contact routing?

A. GIVE IVR

B. QUEUE TO SKILLSET

C. GIVE RAN

D. GIVE MUSIC

Correct Answer: A

QUESTION 5

You have installed an Avaya Aura® Contact Center (AACC) system with Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM). Which component is responsible for pushing the non-voice contacts to Avaya Aura® Agent Desktop?

A. ????

B. CCMS

C. CCT

D. C?MA

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101061121

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