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Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

Which Avaya Aura® Contact Center component is required for Contact Center Multimedia deployment?

A. API Server

B. Agent Desktop

C. SIP Connector

D. Avaya Aura® Media Server

Correct Answer: D

QUESTION 2

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 3

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored within the CCMM server database. Which two new report types are now available for report creation under the Public Report Template folder? (Choose two.)

A. Configuration Reports

B. Call-by-Call Reports

C. Multimedia Reports

D. Agent Performance Reports

E. Outbound Reports

F. Contact Summary Reports

Correct Answer: CE

QUESTION 4

During the design of the Outbound Campaign, the administrator chooses between two types of dialing. Which two types of dialing options are available when designing the Outbound Campaign? (Choose two.)

A. Preview dialing

B. Progressive dialing

C. Predictive dialing

D. Predetermined dialing

Correct Answer: AC

QUESTION 5

Where is the administration of outbound campaigns and management of dialing lists performed?

A. Contact Center Multimedia Server

B. Avaya Aura® Contact Center

C. Avaya Proactive Outreach Manager

D. Avaya Aura® Media Server

Correct Answer: B

Reference: https://downloads.avaya.com/css/P8/documents/100172957

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