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Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

Users of the Outbound Campaign Management Tool require access rights to the Outbound component. Which component within the Center Manager Administration would the user be assigned Launchpad

option access?

A. Configuration

B. Access and Partition Management

C. Contact Center Management

D. Multimedia

Correct Answer: A

QUESTION 2

Which statement about the web-based Contact Center Multimedia (CCMM) Multimedia Administration client is true?

A. It is used to administer Avaya Aura® Agent Desktop (AAAD) and to monitor Agent performance using a browser-based interface.

B. It helps with implementing CTI for installed and browser-based client integrations.

C. It provides administrative and management capabilities for CCMM resources.

D. It allows an SDK for developers to design custom Computer Telephony Integration (CTI) applications.

Correct Answer: A

Reference: https://support.avaya.com/public/downloadFile.jsp?file=/resources/sites/AVAYA/content/live/
SOLUTIONS/220000/SOLN220899/en_US/NN44400210_04.01_Planning_and_Engineering_November_2012.pdf

QUESTION 3

You are adding an agent in Contact Center Manager Administration (CCMA) Contact Center Management. How do you add a corresponding user to the Communication Control Toolkit (CCT) as the agent is added to the Contact Center Manager Server (CCMS) database?

A. Enter the SIP address of the agent phoneset in the Voice URI field.

B. Select the "Enable CTI for this agent" option.

C. Select the "Create CCT agent" option.

D. Set the agent user type to "Supervisor/Agent".

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/101017374

QUESTION 4

Which template would you assign to an Inbound skillset so it can be monitored by the POMBlending Service?

A. POM Template

B. Blending Template

C. Agent Template

D. Skillset Template

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/101017355 (27)

QUESTION 5

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