



# 6209<sup>Q&As</sup>

Avaya Aura Contact Center CCT and Multimedia Implementation

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**QUESTION 1**

A technician is configuring a Windows 2008 operating system for a co-resident Avaya Aura Contact Center installation which will be deployed in a Windows domain. Which two rules apply to the server name? (Choose two)

- A. Use (\_) or (-) allowed within any part of the name
- B. The total length of name is not to be more than 26 characters
- C. The computer name must be unique on the domain
- D. The NetBIOS name must match to the computer name

Correct Answer: CD

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**QUESTION 2**

You want control of when and how Avaya or any other service partner can access your equipment. You will need to configure the remote access architecture and remote desktop connection. What do you use along with Remote Desktop Connection features to add access your equipment?

- A. Avaya Secure Control Link
- B. Avaya Remote Access Link
- C. Avaya Remote Connection Link
- D. Avaya Secure Access Link

Correct Answer: D

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**QUESTION 3**

A technician has installed Contact Center Multimedia (CCMM) in the contact center and will use Avaya Aura Agent Desktop (AAAD) to respond to customer e-mail contacts. Which three e-mail features are available in the AAAD? (Choose three).

- A. Address book
- B. Voting buttons
- C. Expires after setting
- D. Suggested responses
- E. Autosignature



Correct Answer: ADE

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#### QUESTION 4

A technician is installing the Avaya Aura Agent Desktop (AAD) on an agent computer. Contact Center Multimedia (CCMM) is not installed on this solution. When browsing, where can the AAD installation page be found?

- A. <http://agentdesktop> where is the server name or IP address of the Contact Center Manager Administration server
- B. <http://agentdesktop> where is the server name or IP address of the Contact Center Multimedia server
- C. <http://agentdesktop> where is the server name or IP address of the Communication Control Toolkit server
- D. <http://support.avaya.com> Web site

Correct Answer: C

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#### QUESTION 5

A technician is installing a Contact Center Multimedia for a Contact Center installation. Which statement about the minimum requirement for a network connection is true?

- A. No connections are needed
- B. One connection is needed
- C. Two connections are needed, with one connection on the ELAN subnet
- D. Three connections are needed, with one connection on the ELAN subnet, and one connection for the server subnet

Correct Answer: A

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#### QUESTION 6

A technician is adding an agent in the Contact Center Manager Administration (CCMA) utility. But no option to add Communication Control Toolkit (CCT) user account details is presented. What option must be taken to solve this problem?

- A. The agent user type must be set to supervisor agent
- B. Enter the SIP address of the agent ...the voice uri server
- C. The "Create CCT agent" option must be selected
- D. The agent first and last name must be populated

Correct Answer: C

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#### QUESTION 7

Which two services for Contact Center Multimedia (CCMM) are set as mandatory automatic startup? (Choose two.)

- A. CCMM License Service
- B. CCMM Campaign Scheduler Service
- C. CCMM OAM Service
- D. CCMM Starter Service

Correct Answer: AD

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#### QUESTION 8

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

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#### QUESTION 9

Open Queue is part of what Communication Control Toolkit subcomponent?

- A. JAVA API
- B. Advanced Scripting
- C. Lite Communication Control Toolkit API
- D. Contact Management Framework

Correct Answer: D

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#### QUESTION 10

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

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