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Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

Where can the settings are configured for the inbound mail handler (IMH) such as the time between intervals?

A. Through the Contact Center Manager Administration Network configurations screen

B. Through the email server

C. Through the Outbound Campaign Manager

D. Through the Multimedia Administrator

Correct Answer: A

QUESTION 2

When verifying the installation using the Communication Control Toolkit (CCT) reference client. A message is received stating that the server is not authorized for the CCT database even though the agent is configured correctly in the Contact Center Manager Administration (CCMA) utility. What is the process to verify that the user data was pushed in CCT database correctly?

A. Use the CCT Console and import Windows accounts to verify that the account exists in the domain

B. Remove and re-configure the agent using the Contact Center Manager Administration Utility

C. Use the CCT WebAdmin to verify that the agent and the user account are associated

D. Check the CCT Console and the deployment type for the Contact Center Manager server IP addresses

Correct Answer: A

QUESTION 3

A technician has been asked to generate outbound and multimedia reports based on data stored within the Contact Center Multimedia (CCMM) database. The technician must also access multimedia data sources through the Report Creation

Wizard for reporting customization. The CCMM server has been added to the Contact Center Manager Administration (CCMA).

Which additional step is required to complete this task?

A. Assign the CCMM server as a reporting server for the Contact Center Manager Server (CCMS)

B. Add the Communication Control Toolkit (CCT) server to the CCMA

C. Add the Microsoft Exchange server to the CCMA

D. Assign the CCT server as a reporting server for the CCMS

Correct Answer: A

QUESTION 4

A technician has installed Communication Control Toolkit (CCT) and wants to import Windows users from the customers network. In order to import Windows domain users into the CCT database, what two criteria must exist between the CCT server and the Windows Domain Controller? (Choose two).

A. The users are local users on the Communication Control Toolkit server

B. The Windows users are in the same domain as the Communication Control Toolkit server

C. A two-way trust relationship is configured between the Window user\\'s domain Communication Control Toolkit server\\'s domain

D. The Windows users are in a separate and untrusted domain from the Communication Control Toolkit server

Correct Answer: BC

QUESTION 5

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 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

QUESTION 7

When adding Communication Control Toolkit (CCT) server to the configuration page of the Contact Center Manager Administration (CCMA). Which server do you need to associate with the CCT server?

A. Contact Center Manager Server (CCMS)

B. CCMA

C. License Manager

D. Contact Center Multimedia (CCMM)

Correct Answer: A

QUESTION 8

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

QUESTION 9

A technician is preparing to do his partitioning on a co-resident Contact Center Manager Server (CCMS). All database drives must be partitioned in what size increments?

A. 1 GB

B. 2 GB

C. 3 GB

D. 4 GB

Correct Answer: A

QUESTION 10

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

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