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Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

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

QUESTION 2

Which server type can be configured under Server Settings in the Contact Center Multimedia Administration tool?

A. Inbound Mail License Server

B. Inbound Mail Server

C. Inbound Mail Manager Server

D. Inbound Mail Application Server

Correct Answer: B

QUESTION 3

You have launched the Contact Center Multimedia (CCMM) Administration utility. Which three settings can be configured on the CCMM Administration General Administration page? (Choose three.)

A. Web Comms

B. Agent

C. Skillset

D. Server

E. Email

Correct Answer: BCD

QUESTION 4

Which Avaya Aura® Contact Center component is a core component that connects to a PBX to collect incoming voice contacts, provide intelligent queuing, and collect historical data?

A. Contact Center Manager Administration (CCMA)

B. Avaya Agent Desktop (AAD)

C. Contact Center Multimedia (CCMM)

D. Contact Center Manager Server (CCMS)

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/100167782 (111)

QUESTION 5

A Contact Center Supervisor is creating an outbound campaign. Where is the outbound campaign loaded?

A. It is loaded on external database.

B. It is loaded on the Communication Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue.

C. It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue.

D. It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue.

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/100093170

QUESTION 6

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 7

The Data Import and Export tool is used to import bulk resources from the Windows network into the CCT database. Which file types are used to export resource configuration data from the Windows network for data analysis?

A. Single standard XML file or flattened XML file

B. Single standard HTML file or flattened HTML file

C. Single standard CSV file or flattened CSV file

D. Single standard XSD file or flattened XSD file

Correct Answer: A

QUESTION 8

You have been asked to generate outbound and multimedia reports based on data stored within the Contact Center Multimedia (CCMM) database. You must also access multimedia data sources through the Report Creation Wizard for reporting customization. The CCMM server has been added through 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 through the CCMA.

C. Add the Microsoft Exchange server through the CCMA.

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

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101017378

QUESTION 9

When performing an immediate backup in the Contact Center Database Maintenance utility, which application is the only one that is not selected by default?

A. ????

B. CCMS

C. ADMIN

D. Offline

Correct Answer: B

Reference: https://downloads.avaya.com/css/P8/documents/100141967

QUESTION 10

What is required when configuring an Email skillset in the Contact Center Multimedia Administration Tool?

A. the assignment of a route point for each email skillset

B. the assignment of a script for each email skillset

C. the assignment of a vector for each email skillset

D. the assignment of an open queue for each email skillset

Correct Answer: A

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

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