6209 ^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

A technician has completed a Communication Control Toolkit (CCT) installation. What post install task must be undertaken in order to prevent undesirable issues which may interfere with normal operation of the contact center?

A. Disable TCP port

B. Disable Simple Network Management Protocol

C. Disable the Secure Access Link

D. Disable Java Runtime Environment updates

Correct Answer: D

QUESTION 2

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 3

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 4

Which service provides the current interface into the database for all Communication Control Toolkit (CCT) services?

A. NCCT SMON

B. NCCT DAL

C. NCCT server

D. NCCT OI Service

Correct Answer: C

QUESTION 5

A customer has multiple Contact Center Manager Server (CCMS) servers which arefinetworked and operate as a single distributed contact center. Which component manages the Network Skill-based Routing configuration and communication between the servers?

A. Network Contact Center

B. Network Capacity Center

C. Network Control Center

D. Network Communication Center

Correct Answer: C

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