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QUESTION 1

When verifying the Communication Control Toolkit (CCT) server was added during installation to the configuration page of the Contact Center Manager Administration (CCMA), which server is associated with the CCT server?

A. Contact Center Multimedia (CCMM)

B. License Manager

C. Contact Center Manager Administration (CCMA)

D. Contact Center Manager Server (CCMS)

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/100178607

QUESTION 2

Which tool is used to create cleanup rules and scheduled tasks in Contact Center Multimedia (CCMM)?

A. Contact Center Database Maintenance Utility

B. Control Utility

C. CCMM Data Management

D. System Control and Monitor Utility

Correct Answer: C

QUESTION 3

Refer to the exhibit. You are creating an Advanced Screenpop in the wizard and have configured where the screenpop will launch (highlighted in the box). Where will the screenpop launch as shown in the exhibit?
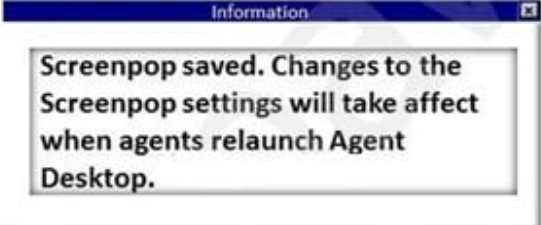
A. Launch the screenpop internally in the tab of the Agent Desktop

B. Launch the screenpop externally on the user\\'s browser

C. Launch the screenpop externally in the agent\\'s Conferencing software

D. Launch the screenpop internally in the initial screen of the Agent Desktop

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101059073

QUESTION 4

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

QUESTION 5

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which multimedia prefix is used for an Outbound skillset?

A. IM_

B. EM_

C. OB_

D. VM_

Correct Answer: C